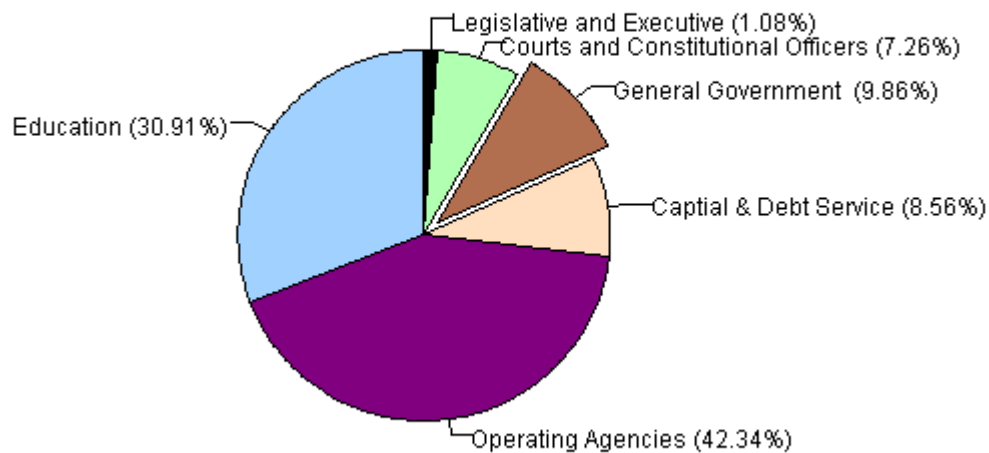


General Government

Citizen Assistance
Finance
General Services
Human Rights
Information Technology Services
Internal Audit
Management and Budget
Non-Departmental
Office on Women
Personnel Services
Real Estate Assessments

Total City General Fund Budget



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CITIZEN ASSISTANCE



* Part-time staff

CITIZEN ASSISTANCE

PROGRAM GOAL: To serve as the City's ombudsman and advocate for the citizens of the City of Alexandria and resolve individual problems regarding City services or assist in obtaining necessary services; to encourage citizens to seek out government services and assistance when needed; to inform the public about government policies and services; to serve as the Freedom of Information Office for the City; to monitor cable television operations for compliance with franchise provisions; and to provide effective cable TV subscriber and consumer complaint resolution.

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 * AMENDED	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	375,152	467,860	446,736	463,168
NON-PERSONNEL	191,105	71,050	80,950	80,950
CAPITAL GOODS OUTLAY	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL EXPENDITURES	<u>566,257</u>	<u>538,910</u>	<u>527,686</u>	<u>544,118</u>
SPECIAL REVENUES AND OTHER SOURCE	<u>26,826</u>	<u>5,000</u>	<u>5,400</u>	<u>5,400</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>26,826</u>	<u>5,000</u>	<u>5,400</u>	<u>5,400</u>
GENERAL FUND	<u>539,431</u>	<u>533,910</u>	<u>522,286</u>	<u>538,718</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 0.9%				
FULL-TIME POSITIONS	8.0	7.0	7.0	7.0

* The FY 2002 Approved budget has been amended to reflect the transfer of the Public Affairs Officer to the City Manager's Office along with expenditures related to the production of the City's employee and community newsletters.

City Manager Proposed

- The Proposed FY 2003 General Fund budget for Citizen Assistance reflects a decrease of \$11,624, or 2.2 percent, as compared to the Approved FY 2002 General Fund budget.

City Council Approved

- The Approved FY 2003 General Fund budget for Citizen Assistance reflects all City-wide compensation adjustments for cost of living, retirement system and health benefit changes.

DEPARTMENT DETAIL

Citizen Services

The Office of Citizen Assistance provides citizens with an easily accessible point of contact within City government. The Office responds to individual citizen requests for information and/or complaints regarding City services and strives to make local government more responsive to the needs of citizens. The Office provides staff assistance to six boards and commissions, assists in the City's public information functions during emergencies, processes appointments to all City Council-appointed committees, and performs other projects and

CITIZEN ASSISTANCE

DEPARTMENT DETAIL

assignments as directed by the City Manager. The Office is also responsible for processing all requests for City records and data under the Virginia Freedom of Information Act.

INDICATORS AND MEASURES

OBJECTIVE: To process formal (written) City Council requests for information and follow-up on citizen requests within 10 working days of their receipt; and process informal City Council requests for information and/or follow-up on citizen complaints within 24 hours of their receipt.*

	Actual CY 1999	Actual CY 2000	Actual CY 2001	Estimated CY 2002	Projected CY 2003
Number of formal requests processed	149	141	150	150	150
Number of formal requests processed within 10 days**	111	120 ***	125	125	125
Percentage of requests resolved in 10 days	74%	85%	95%	95%	95%
Number of informal requests processed	81	55	75	75	75
Percentage of informal requests processed within 24 hours	100%	100%	100%	100%	100%

* In addition to the requests reported in the table, during FY 2001 the Office of Citizens Assistance received 211 e-mail requests. The cumulative total e-mail inquiries processed through the Office of Citizen Assistance from June 1996 through June 30, 2001 is 1,548.

** Requests may take longer than 10 days to process due to the complexity of the issue or availability of the information.

*** Data has been revised from previously published budget documents.

OBJECTIVE: To process all requests for City records and data under the Virginia Freedom of Information Act (FOIA) within 5 working days of their receipt.*

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of FOIA requests	463	523	506	500	500
Average days required to process each request	5	5	5	5	5
Percentage of requests processed within mandated 5-day time frame	66%	95%	95%	95%	95%

* Time can be extended, per State law, an additional 7 working days if required to produce documents. Extensions are generally required when files are very old and have to be retrieved from an offsite storage facility.

Consumer Affairs

The Office of Citizen Assistance includes the Consumer Affairs function, which seeks to resolve citizen complaints alleging unfair, fraudulent or dangerous business practices, and to prevent unfair trade practices through community education and information programs. The Office also processes citizen complaints and information requests from Council Members, administers the City's Charitable Solicitations Ordinance, and registers fund-raising activities by charitable organizations.

CITIZEN ASSISTANCE

DEPARTMENT DETAIL

INDICATORS AND MEASURES

OBJECTIVE: To investigate and resolve consumer complaints within 20 working days and answer routine inquiries immediately.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of complaints received	378	447	400	408	400
Number of information requests received	6,604	8,083	8,000	7,509	8,000
Percentage of complaints resolved in 20 working days	100%*	95%	98%	98%	98%
Value of goods and services recovered for consumers**	\$133,834	\$136,535	\$140,000	\$98,357	\$140,000

* Data revised from previously published budget documents to reflect more accurate information.

** Consumer Affairs staff monitor the dollar value of property and other recoveries.

Cable Television

The Office of Citizen Assistance has responsibility for monitoring the cable television franchisee's performance in the City. This includes ensuring compliance with the City Code requirements and franchise agreement; processing complaints that cannot be resolved by the franchisee; scheduling programming and posting information about City-sponsored meetings and events on the local government channel; promoting, developing and coordinating the use of the governmental, educational and community cable channels; and providing staff support for the Alexandria Commission on Information Technology.

INDICATORS AND MEASURES

OBJECTIVE: To monitor the activities of the cable franchisee, process complaints, such as billing disputes, that cannot be resolved by franchisee, and schedule the programming of and post information about City-sponsored meetings and events on the local government channel.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of complaints received	26	26	46	35	35
Number of meetings cablecast*	121	136	156	150	150
Number of requests for videotapes of meetings	38	42	61	50	50

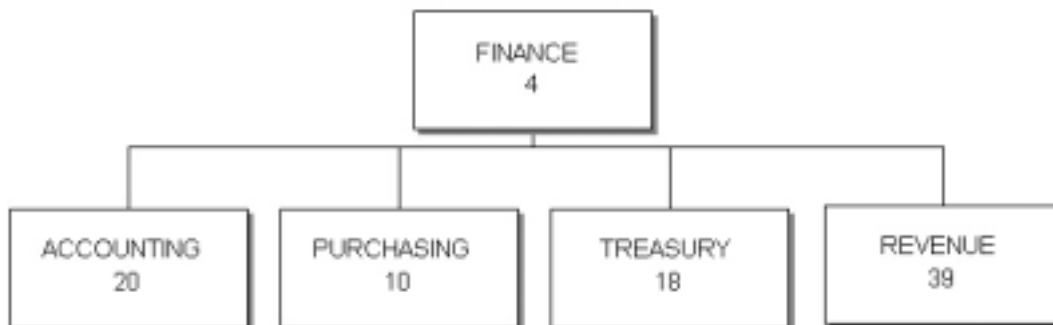
* Meetings that are cablecast include City Council, School Board, Planning Commission, Board of Zoning Appeals, and both panels of the Board of Architectural Review.

Boards and Commissions

The Executive Secretary for Boards and Commissions within this office processes all appointments to City Council appointed boards, committees and commissions and provides administrative staff support. Please see City Council listing located in the Legislative and Executive tab of this document for full listing of the City's Boards and Commissions.

WORK SESSION NOTES AND COMMENTS

FINANCE



FINANCE

PROGRAM GOAL: To provide long-term financial stability to the City through effective expenditure control, reliable and equitable revenue collection practices, sound cash and debt management policies, and responsible accounting and purchasing practices.

The Department's FY 2003 priorities are to improve collection of taxes through the use of enhanced technology; to strengthen delinquent tax collection enforcement; to achieve investment earning objectives through active and prudent portfolio management; to enhance financial reporting by being a leader in implementing national reporting standards; and improving procurement and accounting information and training internally to City departments.

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 AMENDED*	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	4,251,902	5,116,050	5,131,983	5,328,273
NON-PERSONNEL	2,455,573	1,616,500	1,699,419	1,699,419
CAPITAL GOODS OUTLAY	<u>134,108</u>	<u>41,500</u>	<u>72,780</u>	<u>72,780</u>
TOTAL EXPENDITURES	<u>6,841,583</u>	<u>6,774,050</u>	<u>6,904,182</u>	<u>7,100,472</u>
SPECIAL REVENUES AND OTHER SOURCES	<u>178,316</u>	<u>34,500</u>	<u>63,300</u>	<u>63,300</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>178,316</u>	<u>34,500</u>	<u>63,300</u>	<u>63,200</u>
GENERAL FUND	<u>6,663,267</u>	<u>6,739,550</u>	<u>6,840,882</u>	<u>7,037,172</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR	4.4 %			
FULL-TIME POSITIONS	86.0	87.0	91.0**	91.0**

- In FY 2002 a Clerk Typist position responsible for the billing component of the City's telecommunications system was moved to Accounting from General Services (\$35,811).

** City Council's Approved budget includes recommended supplemental funding of \$32,337 to convert one Revenue Collection Specialist from part time to full time, to convert two full time Account Clerk III positions from temporary to permanent City employees, and to convert one part time Clerk I position to a full time Account Clerk I position. In FY 2003 these positions will be funded with increased vacancy savings.

City Manager Proposed

- The Proposed FY 2003 General Fund budget for the Finance Department reflects an increase of \$101,332, or 1.5 percent, as compared to the Amended FY 2002 General Fund budget.
- Personnel expenditure increases in this department were largely offset by a 5% vacancy reduction of \$260,784.
- There was an increase in non-personnel expenditures of approximately \$71,000 for accounting-related professional services for the independent audit of the City and the School Board financial statements and \$8,000 for the maintenance for the City's KPMG Performance Series City-wide financial system. The cost of professional accounting services has increased significantly over the past three years.

FINANCE

City Council Approved

- The Approved FY 2003 General Fund budget for the Finance Department reflects all City-wide compensation adjustments for cost of living, retirement system and health benefit changes.

DEPARTMENT DETAIL

On June 22, 2001, Moody's Investor's Services, Inc., and Standard and Poor's Ratings Group reaffirmed the City of Alexandria's double triple-A bond ratings, in conjunction with the City's issuance of \$54.5 million in General Obligation Bonds. Alexandria still remains one of only 29 cities in the United States with perfect bond ratings from the nation's two leading municipal credit rating agencies. For the second time, the City issued its bond prospectus through the Internet, put the bond prospectus on the City's web site and took bond bids on the Internet.

The City was the largest jurisdiction in the United States and the first community in Virginia to issue its Comprehensive Annual Financial Report using the complete framework found in the Government Accounting Standards Board Statement No. 34, *Basic Financial Statements - And Management's Discussion and Analysis - for State and Local Governments*. This pronouncement established a new financial reporting framework for State and local government. This new framework is the biggest change in the history of public-sector accounting and financial reporting.

The Finance Department has enhanced its ability to collect delinquent taxes through the use of improved collection programs and increased staffing. The Revenue Division collected 99.82 percent of the real estate taxes levied for tax years 1996 through 2000. Staff collected more than 96 percent of the personal property taxes levied on vehicles for those same tax years.

DETAIL BY DIVISION

The Finance Department is composed of five divisions:

Administration Division - provides overall planning, control, and supervision of the functions for which the department is responsible.

	ACTUAL <u>FY 2001</u>	APPROVED <u>FY 2002</u>	PROPOSED <u>FY 2003</u>	APPROVED <u>FY 2003</u>
DIVISION: Administration				
General Fund Expenditures	433,446	307,839	257,860	264,059
<u>FULL-TIME STAFFING</u>	4	4	4	4

FINANCE

DETAIL BY DIVISION

Accounting Division - is responsible for processing and recording the results of all financial operations; providing financial information and services to City departments; reporting this information to City, State and federal agencies, bond holders, and the public; and processing all accounts payable and payroll transactions.

DIVISION: Accounting	ACTUAL FY 2001	AMENDED FY 2002 *	PROPOSED FY 2003	APPROVED FY 2003
General Fund Expenditures	1,830,269	1,583,817	1,719,028	1,766,955
<u>FULL-TIME STAFFING</u>	19	20	20	20
* In FY 2002 a Clerk Typist position responsible for the billing component of the City's telecommunications system was moved to Accounting from General Services (\$35,811).				

INDICATORS AND MEASURES

OBJECTIVE: [Accounting] To prepare timely and accurate accounting and financial reports in compliance with established Government Finance Officers Association (GFOA) standards.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Recipient of the GFOA Certificate of Achievement for Excellence in Financial Reporting	Yes	Yes	Yes	Yes	Yes
Number of substantive GFOA Certificate Comments*	3	20	7**	7	7
Issuance of CAFR to Virginia Auditor of Public Accounts by the mandated deadline	Yes	Yes	Yes	Yes	Yes

* In review of the Comprehensive Annual Financial Report (CAFR), GFOA reviewers issue corrective comments concerning disclosure practices. The number of comments issued fluctuates with changes in accounting rules. The number of comments in FY 2000 increased significantly as governments and reviewers become familiar with the new reporting standards required by the Government Accounting Standards Board (GASB).

** Revised from previous budget documents.

Treasury Division - is responsible for collecting, processing, depositing, and investing all City revenues. This Division annually issues approximately 70,000 real estate tax bills, 121,000 personal property tax bills, and 115,000 delinquent parking notices. The Treasury Division also ensures the accurate processing of revenues, projects future cash needs and balances, and monitors the City's short-term investment portfolio.

FINANCE

DETAIL BY DIVISION

DIVISION: Treasury	ACTUAL FY 2001	APPROVED FY 2002	PROPOSED FY 2003	APPROVED FY 2003
General Fund Expenditures	1,518,243	1,503,734	1,545,747	1,578,638
<u>FULL-TIME STAFFING</u>	15	15	18*	18*
* City Council's Approved budget includes supplemental funding of \$21,100 to convert two full time Account Clerk III positions from temporary to permanent City employees, and to convert one part time Clerk I position to a full time Account Clerk I position. In FY 2003 these positions will be funded with vacancy savings.				

INDICATORS AND MEASURES

OBJECTIVE: [Treasury] To pursue an investment strategy yielding an average rate of return higher than the federal funds rate.*

The City employs a conservative strategy for investing cash. The City's portfolio is managed to achieve the following objectives, in priority order: 1) safety and preservation of principal and interest, 2) liquidity, i.e., convertibility to cash, and 3) yield, i.e., earnings. In accordance with these objectives, the City invests 100 percent of its cash in the following: a) obligations of the U.S. government, b) obligations of U.S. government agencies, c) repurchase agreements that are fully collateralized by obligations of the U.S. government or U.S. government agencies and are held by the City's agent in the City's name, and d) Prime Quality Commercial Paper.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Average rate of return (percent)	5.07%	5.98%	5.62%	3.54%	3.90%
Average federal funds rate (percent)	4.96%	5.59%	5.73%	3.43%	3.80%
Number of basis points above or (below) average federal funds rate	11**	39**	(11)	10	10

* A basis point is one-hundredth of one percent; the federal funds rate is the rate at which funds are traded between member banks of the Federal Reserve System and is used as a benchmark for measuring short term public fund portfolio performance.

** Revised from previous budget documents.

OBJECTIVE: [Treasury] To mail tax bills to property owners at least 30 days prior to payment due date.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of days before the payment due dates that tax bills were mailed:					
First half real estate tax	35	42	35	35	35
Second half real estate tax	35	35	44	51	50
Personal property tax	54	51	59	60	60

OBJECTIVE: [Treasury] To collect outstanding parking violations.

	Actual FY 1999	Actual FY 2000	Actual FY 2001 /1	Estimated FY 2002	Projected FY 2003
Total parking ticket revenues collected (in thousands)	\$3,165	\$3,085	\$3,058	\$3,050	\$3,050

/1 During FY 2001 the Police Department issued 9,958 fewer tickets than FY 2000 which resulted in the lower parking ticket revenue. Also in FY 2001, the Finance Department implemented a new parking management contract which provides for an increased issuance of collection notices.

FINANCE

DETAIL BY DIVISION

Revenue Division - is responsible for assessing personal property taxes; assessing business license taxes; administering bank franchise taxes, meal sales taxes, transient occupancy taxes, and utility taxes; and administering the real estate tax relief, rent relief, and, beginning in FY 1998, the personal property tax relief program for the elderly and disabled. The Revenue Division also provides State income tax assistance to City residents.

<u>DIVISION: Revenue</u>	<u>ACTUAL FY 2001</u>	<u>APPROVED FY 2002</u>	<u>PROPOSED FY 2003</u>	<u>APPROVED FY 2003</u>
General Fund Expenditures	2,215,569	2,583,322	2,531,662	2,619,898
<u>FULL-TIME STAFFING</u>	38	38	39*	39*
* The Manager's Approved budget includes recommended supplemental funding of \$11,237 to convert one Revenue Collection Specialist from part time to full time.				

INDICATORS AND MEASURES

OBJECTIVE: [Revenue] To collect delinquent personal property taxes.*

	<u>Actual CY 1999</u>	<u>Actual CY 2000</u>	<u>Actual CY 2001</u>	<u>Estimated CY 2002</u>	<u>Projected CY 2003</u>
Number of delinquent cases pursued**	48,082	61,788	55,299	49,000	44,300
Number of cases resolved	8,668	24,719	27,566	24,600	22,000
Total amount collected annually (in thousands)	\$11,194	\$10,945	\$11,386	\$11,000	\$11,000

- * Ad Valorem tax data are reported on a tax year basis. The tax year for these taxes is the calendar year (CY). For this measure, delinquent personal property taxes are counted as any personal property taxes not paid by the October 5 due date.
- ** The City aggressively levies a personal property tax even where individuals and businesses have failed to file. In most cases these personal property tax bills are ultimately reduced or relieved. Because the validity of these billings cannot be known at the time personal property taxes are levied, they are included in the total levy and artificially reduce the City's collection rate.

Purchasing Division - provides centralized procurement of goods and services for all City departments and agencies (excluding the School Board and the Library System) to ensure the economical acquisition of goods and services through fair competition.

<u>DIVISION: Purchasing</u>	<u>ACTUAL FY 2001</u>	<u>APPROVED FY 2002</u>	<u>PROPOSED FY 2003</u>	<u>APPROVED FY 2003</u>
General Fund Expenditures	665,740	760,838	786,585	807,622
<u>FULL-TIME STAFFING</u>	10	10	10	10

FINANCE

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Purchasing] To procure goods and services for the City in a fair and equitable manner.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of bid protests lost by the City*	0	0	0	0	0
Number of seminars for small and minority business enterprises**	4	4	4	4	4

* Vendors can file bid protests with the City and then with the Circuit Court, if necessary.

** The Purchasing Division attempts to honor at least 3 requests from organizations to participate in small and minority business outreach seminars. If time permits during the year, the Division participates in additional seminars.

SUPPLEMENTAL BUDGET REQUESTS

Approved

1. Conversion of part-time Revenue Collection
Specialist to full-time, Revenue Division \$11,237

This supplemental request will enable the Revenue Division to convert a part-time position to full-time to increase the Division's ability to collect revenue, to improve customer service and to improve the stability of a significant position. The Division will fund the request with vacancy savings in FY 2003.

2. Conversion of two full-time temporary Account Clerk III positions to
two full-time permanent Account Clerk III positions, Treasury Division \$16,900

This supplemental request will improve and ensure the integrity of the Division's cash management and reconciliation procedures for the City's real estate, personal property and business personal property systems and the parking ticket receivable system. The Division will fund the request with vacancy savings in FY 2003.

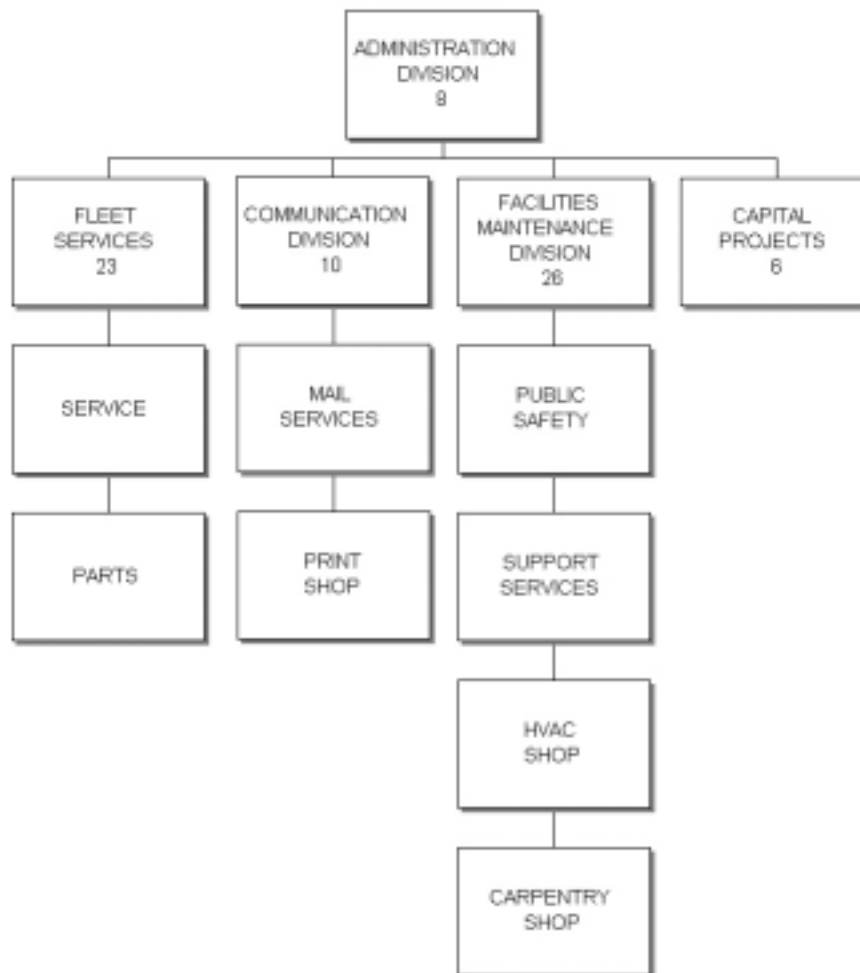
3. Conversion of a part-time Clerk I position to a full-time
Account Clerk I position, Treasury Division \$4,200

This supplemental request will increase the amount of time this position is able to work directly with residents and businesses to resolve tax and parking ticket issues and to administer the Division's mail program, to ensure that payments and inquiries are processed in a timely manner. The Division will fund the request with vacancy savings in FY 2003.

WORK SESSION NOTES AND COMMENTS

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GENERAL SERVICES



GENERAL SERVICES

PROGRAM GOAL: To provide quality, continuous support services to City agencies in the areas of motor vehicles, facilities, printing and graphics, and communications.

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 AMENDED*	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	4,091,633	4,501,382	4,618,146	4,771,283
NON-PERSONNEL	4,646,171	4,189,099	4,242,207	4,242,207
CAPITAL GOODS OUTLAY	<u>44,610</u>	<u>27,828</u>	<u>0</u>	<u>0</u>
TOTAL EXPENDITURES	<u>8,782,414</u>	<u>8,718,309</u>	<u>8,860,353</u>	<u>9,013,490</u>
SPECIAL REVENUES & OTHER SOURCES				
SPECIAL REVENUE FUND	0	0	0	0
INTERNAL SERVICES	<u>0</u>	<u>19,928</u>	<u>0</u>	<u>0</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>19,928</u>	<u>0</u>	<u>0</u>
GENERAL FUND	<u>8,782,414</u>	<u>8,698,381</u>	<u>8,860,353</u>	<u>9,013,490</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR	3.6 %			
FULL-TIME POSITIONS	74.0	72.0*	73.0**	73.0**

* Reflects the addition and subsequent transfer of a Telecommunications Technician to Information and Technology Services (ITS); the transfer of the Telecommunications Specialist to ITS; and the transfer of an Account Clerk II to Finance. In FY 2002, ITS assumed responsibility of the City's telecommunications services and Finance assumed the responsibility of billing for the City's telecommunications services.

** Reflects the conversion of a part-time Mailroom Clerk to full-time to increase the delivery capacity of the Mailroom.

City Manager Proposed

- The Proposed FY 2003 General Fund budget for General Services reflects an increase of \$161,972, or 1.9 percent, as compared to the Approved FY 2002 General Fund budget.
- The FY 2003 General Fund budget for this agency reflects funding to improve current service levels through the temporary overhire of two Maintenance Renovation Inspection Specialists (MRIS), one Space Planner and one Mechanical Engineer (\$255,795). Many of these functions were previously performed or supplemented by temporary or contracted employees, therefore the costs of these temporary overhire positions has been partially offset by a reduction in the budget for fees for temporary and professional services. These temporary overhire positions have increased the in-house capability of the department thereby reducing the need for temporary or contracted employees while increasing the quality of service provided, continuity and reducing turnover.
- In addition, the department's General Fund budget reflects an increase of \$143,614 in fuel and lubricants due to the projected increase in the cost of gasoline and diesel fuel as compared to FY 2002, and an increase of \$106,752 in office space rentals due to the relocation of the General Services Administration Division from City Hall to leased space at Tavern Square to allow for the expansion of the Fire Department's Code Enforcement Division and the Department of Planning and Zoning within City Hall.

GENERAL SERVICES

City Council Approved

- The Approved FY 2003 General Fund budget for the General Services department reflects all City-wide compensation adjustments for cost of living, retirement system and health benefit changes.

Since FY 1990 to the Approved FY 2003 Budget:

- The amount of square footage in building space maintained by the Department has increased by approximately 349,475 feet, from 1,262,000 square feet to 1,611,475 square feet, or by 27.7 percent primarily because of the completion of the Charles Beatley Library, the Vola Lawson Animal Shelter, the William Ramsay Recreation Center, and the renovation and expansion of the Ellen Coolidge Burke Branch Library, the Bernard J. Padgett Fire Station (Fire Station 204), the Nannie J. Lee Center and the Mount Vernon Recreation Center.
- The City's motor pool has increased by 187 vehicles, from 576 vehicles to 769 vehicles, or by 33.5 percent;
- The Department's full-time staff positions have increased by only five positions, from 68 positions to 73 positions, or by 7.4 percent.

To minimize personnel increases, General Services continues to contract out services where it is deemed cost effective, including custodial services; City Hall building security; elevator, generator, and security system maintenance; and parking facilities operation/management. Additionally, contractors are used for one-time or peak workload tasks and those tasks beyond the capability of City staff. The introduction of increasingly sophisticated electrical systems and components with associated electronics for HVAC, security, and life safety systems will see this trend continuing but coupled with a demand for increased training for City mechanics and technicians on this state of the art technology. The Fleet Services Division's Fleet Maintenance Management Information System has been implemented to help improve and measure the effectiveness and efficiency of the Vehicle Maintenance Shop. Finally, the Facilities Maintenance Division has begun implementing a computerized maintenance management system. This system will allow the Division to track maintenance costs and history, schedule and perform preventative maintenance and allow the Division to conduct predictive maintenance for replacing major components of building systems.

GENERAL SERVICES

DETAIL BY DIVISION

Administration Division - is responsible for providing overall planning, direction, and supervision of the Department; coordinates the scheduling of City Hall meeting rooms and Market Square events; and manages and administers leases.

<u>DIVISION: Administration</u>	<u>ACTUAL FY 2001</u>	<u>APPROVED FY 2002</u>	<u>PROPOSED FY 2003</u>	<u>APPROVED FY 2003</u>
General Fund Expenditures	397,435	520,232	820,207	840,102
<u>FULL-TIME STAFFING</u>	7	6 *	8 **	8 **
* Reflects the transfer of a Telecommunications Specialist and a Clerk Typist II from the Administrative Division to the Capital Projects Division and the transfer of a part-time Automotive Mechanic position from the Motor Equipment Division to convert a part-time Lease Management Assistant to full-time. ** Reflects the transfer of a Administrative Officer and a Contracts Specialist from the Facilities Maintenance Division to the Administration Division.				

Facilities Maintenance Division - is responsible for maintaining 90 City buildings, including City Hall, the Alexandria Courthouse, the Public Safety Center, the Human Services Building, the Lee Center, recreation centers, and libraries. The Division is also responsible for providing periodic maintenance of heating and cooling systems; electric and plumbing systems; security and fire alarm systems; and structural, roofing, cosmetic, and custodial maintenance; as well as supporting events on Market Square, including the weekly Farmer's Market; and maintaining the Torpedo Factory area waterfront plaza and piers. In FY 2003, this Division will assume responsibility for the maintenance of the newly renovated Ellen Coolidge Burke Branch Library and the new Vola Lawson Animal Shelter.

<u>DIVISION: Facilities Maintenance</u>	<u>ACTUAL FY 2001</u>	<u>APPROVED FY 2002</u>	<u>PROPOSED FY 2003</u>	<u>APPROVED FY 2003</u>
General Fund Expenditures	4,754,130	3,948,882	4,586,210 **	4,641,897 **
<u>FULL-TIME STAFFING</u>	28	28	26 *	26 *
* Reflects the transfer of a Contracts Specialist and Administrative Officer from Facilities Maintenance Management to the Administration Division. ** Reflects the transfer of the City's parking garage management contract (\$700,000) from the Capital Projects Division to the Facilities Maintenance Division.				

GENERAL SERVICES

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Facility Maintenance Management] To provide service and maintenance to City-owned and leased buildings.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Gross square footage of buildings (thousands)	1,489	1,504	1,522	1,558	1,611
Annual Costs Per Square Foot*	n/a	\$2.57	\$2.65	\$2.53	\$2.46

* This is a new measure. Data is not available prior to FY 2000.

Capital Projects Division - is responsible for providing construction management for building maintenance, repair, and renovation projects; and managing City utility usage.

<u>DIVISION:</u> Capital Projects	<u>ACTUAL</u> <u>FY 2001</u>	<u>AMENDED</u> <u>FY 2002</u>	<u>PROPOSED</u> <u>FY 2003</u>	<u>APPROVED</u> <u>FY 2003</u>
General Fund Expenditures	819,344	1,548,908	688,844 **	706,698 **
<u>FULL-TIME STAFFING</u>	5	6 *	6	6
<p>* Reflects the addition and subsequent transfer of the Telecommunications Specialist and a Telecommunications Technician to Information Technology Services and the transfer of an Account Clerk II to Finance. In FY 2002 ITS assumed the responsibility of the City's telecommunications services and Finance assumed the billing responsibility for the City's telecommunications services. In addition, this reflects the transfer of a Clerk Typist II from the Administration Division; and the transfer of a Supervisory Automotive Mechanic position from the Motor Equipment Division to serve as a Construction Field Manager.</p> <p>** Reflects the transfer of the City's parking garage management contract (\$700,000) from the Capital Projects Division to the Facilities Maintenance Management Division.</p>				

Communications Division - is composed of two sections that support all City agencies: the Print Shop and the Mail Room. The Print Shop provides typesetting, graphic arts, printing, binding, and forms production services. The Mail Room provides copying, postal and messenger, parcel delivery, and facsimile (FAX) services.

<u>DIVISION:</u> Communications	<u>ACTUAL</u> <u>FY 2001</u>	<u>APPROVED</u> <u>FY 2002</u>	<u>PROPOSED</u> <u>FY 2003</u>	<u>APPROVED</u> <u>FY 2003</u>
General Fund Expenditures	526,838	546,963	554,837	571,187
<u>FULL-TIME STAFFING</u>	9	9	10*	10*
<p>* Reflects the conversion of a part-time Mailroom Clerk to full-time to increase the delivery capacity of the mailroom, to include the delivery of the Planning Commission dockets, and to help ensure consistent delivery service.</p>				

GENERAL SERVICES

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Print Shop] To provide in-house production of graphics, typesetting, and printed material for all City agencies.

	Actual FY 1999	Actual FY 2000	Actual FY 2002	Estimated FY 2002	Projected FY 2003
Number of printing requests	1,391	1,395	1,270	1,380	1,380
Number of graphic/typesetting requests	515	520	535	575	575

INDICATORS AND MEASURES

OBJECTIVE: [Mail Room] To process daily mail in a timely fashion.

	Actual FY 1999	Actual FY 2000	Actual FY 2002	Estimated FY 2002	Projected FY 2003
Pieces of mail processed annually (thousands)	647	685	646	632	632
Percentage of mail processed within 24 hours	100%	100%	100%	100%	100%

Fleet Services Division - is responsible for managing the City's motor equipment fleet, including the acquisition, maintenance, fueling, and disposal of motor vehicles; and operating a parts supply center.

	ACTUAL FY 2001	APPROVED FY 2002	PROPOSED FY 2003	APPROVED FY 2003
<u>DIVISION:</u> Fleet Services				
General Fund Expenditures	2,284,667	2,133,396	2,210,255	2,253,606
<u>FULL-TIME STAFFING</u>	25	23 *	23	23
* Reflects efficiency gains via the transfer of a Supervisory Automotive Mechanic position to the Capital Projects Division to serve as a Construction Field Representative; and the transfer of an Automotive Mechanic position to the Administrative Division to convert a part-time Lease Management Assistant to full-time.				

GENERAL SERVICES

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Fleet Services Division] To repair or to coordinate the repair of City motorized equipment.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of motorized equipment units	629	679	700	712	769
Number of repairs*	22,465	15,860	7,402	7,530	7,650
Average number of direct labor hours per repair*	1.00	1.00	2.00	2.00	2.00
Number of Direct Labor Hours**	n/a	15,860	14,749	15,060	15,300

* The decline in the number of repairs and the increase in labor hours in FY 2000, and FY 2001 is an anomaly caused by the installation of a new fleet maintenance and management software system, FasterCS. The workload has actually increased. The appearance of a decreased workload and increased hours results from a more efficient repair code table listing. The table listing has combined what previously were many individual maintenance components into fewer but more realistic and efficient repair codes. Consequently, the number of labor hours increased with the consolidation of components into a single repair code. The new system will enable direct comparisons with other local fleet organizations that are using the FasterCS system. Future measures will reflect information as gathered in the FasterCS system format.

** This is a new measure. No data is available prior to FY 2000.

In FY 2002, General Services will complete a number of major construction and renovation projects, including the following:

- Renovation of the Ellen Coolidge Burke Branch Library;
- Completion of the Vola Lawson Animal Shelter;
- Renovation of the E-911 Communications Center at the Public Safety Center;
- Installation of the Captain Rocky Versace Vietnam Veterans Plaza at the Mount Vernon Recreation Center;
- Renovation of the Warwick Pool;
- Installation of the Public Safety Center and Courthouse Security and Alarm System

In addition, the department has managed a major lease negotiation, coordinated several agency moves to the Tavern Square complex (including the General Services Administration Division); completed modifications to City Hall to support the expansion of the Office of Planning and Zoning and the Fire Department's Code Enforcement Division; and will complete major security upgrades the Public Safety Center and the Courthouse.

The Department is scheduled to manage major maintenance and capital projects at over 90 City facilities in FY 2003. These projects and projects contemplated for future years are detailed in the City's FY 2003 to FY 2008 Capital Improvement Program document.

WORK SESSION NOTES AND COMMENTS

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HUMAN RIGHTS

HUMAN RIGHTS

PROGRAM GOAL: The eradication of discrimination in the City of Alexandria. To work toward achieving this goal, the Office of Human Rights enforces federal and City anti-discrimination laws. As both a City department and a Fair Employment Practice Agency (FEPA) of the U.S. Equal Employment Opportunity Commission (E.E.O.C.), the Office has specific procedures to accomplish its objectives: investigation, mediation, conciliation, and referral for litigation of specific charges of unlawful discrimination; training and technical assistance; and public education.

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 APPROVED	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	215,103	245,074	252,951	260,754
NON-PERSONNEL	42,124	82,575	106,171	106,171
CAPITAL GOODS OUTLAY	8,289	0	0	0
TOTAL EXPENDITURES	<u>265,516</u>	<u>327,649</u>	<u>359,122</u>	<u>366,925</u>
SPECIAL REVENUES & OTHER SOURCES				
SPECIAL REVENUE FUND	<u>6,018</u>	<u>35,000</u>	<u>25,000</u>	<u>25,000</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>6,018</u>	<u>35,000</u>	<u>25,000</u>	<u>25,000</u>
GENERAL FUND	<u>259,498</u>	<u>292,649</u>	<u>334,122</u>	<u>341,925</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 16.8 %				
FULL-TIME POSITIONS	4	4	4	4

City Manager Proposed

- The Proposed FY 2003 General Fund budget for the Office of Human Rights reflects an increase of \$41,473, or 14.2 percent, as compared to the Approved FY 2002 General Fund budget.
- Total proposed funding for personnel expenditures in the amount of 252,951 represents an increase of \$7,877, or 3.2 percent, as compared to the Approved FY 2002 budget. The increase is primarily attributable to the planned merit increases for employees in FY 2003.
- Total proposed funding for non-personnel expenditures in the amount of \$106,171, represents an increase of \$23,596, or 28.6 percent, as compared to the Approved FY 2002 budget. The increase is primarily attributable to a recommended supplemental request (\$30,000) to provide assistance with the investigative workload by the authorization of a limited-term overhire position.

City Council Approved

- The Approved FY 2003 General Fund budget for the Office of Human Rights reflects all City-wide compensation adjustments for cost of living, retirement system and health benefit changes.

HUMAN RIGHTS

DEPARTMENT DETAIL

The Office of Human Rights receives and investigates complaints of discrimination in the areas of employment, housing, commercial real estate, education, public accommodations, health and social services, credit, and from City contracts on the basis of race, color, religion, gender, national origin, marital status, familial status, age, disability and sexual orientation in accordance with the provisions of the City's Human Rights Ordinance. The Office of Human Rights is under contract with the U.S. Equal Employment Opportunity Commission (EEOC) to serve as a Fair Employment Practice Agency (FEPA), providing the resolution of EEOC complaints within the City. The contract subsidizes investigation of complaints originating in the City of Alexandria.

The Human Rights Office also provides training and technical assistance to employers, real estate agents and brokers, and others in such areas as sexual and racial harassment, rental policies and practices, cultural awareness, and the law, especially the Civil Rights Act of 1964, the Age Discrimination in Employment Act, and the Americans with Disabilities Act. The Office and the Human Rights Commission conduct outreach to inform businesses, employees and the general public about rights, responsibilities and the role of the Office and the Commission.

INDICATORS AND MEASURES*

OBJECTIVE: [Human Rights] To investigate, evaluate the validity of, and resolve complaints that allege violations of federal and City anti-discrimination laws (e.g., the City's Human Rights Ordinance, Title VII of the U.S. Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act (ADEA), and the Americans with Disabilities Act (ADA)).

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of formal complaints filed**	102	88	82	100	110
Number of formal complaints resolved***	77	65	71	110	120
Number of informal complaints received****	860	810	1,320	1,000	1,000
Number of informal complaints resolved	757	775	1,150	900	900
Monetary compensation to discrimination victims	\$143,962	\$51,620	\$17,029	\$110,000	\$200,000

* Data presented herein are revised from previously published documents to reflect more accurate reporting.

** A formal complaint is defined as an actual investigation pertaining to violations of the City's Human Rights Ordinance, Title VII, the ADA, or the ADEA.

*** Complaint resolution may span multiple fiscal years.

**** The data for informal complaints reflect the number of complaint questionnaires requested by individuals who believed they were the victims of discrimination. The data also reflect inquiries from the public that do not meet the criteria for a formal complaint.

HUMAN RIGHTS

SUPPLEMENTAL BUDGET REQUEST

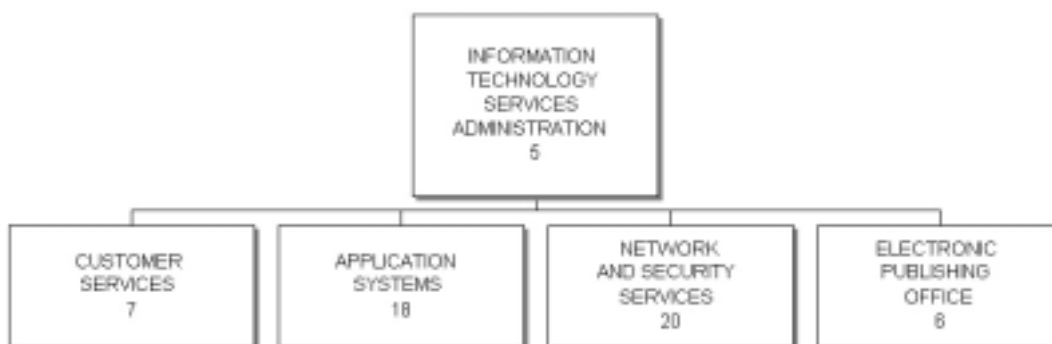
Approved

- | | |
|--------------------------|----------|
| 1. Professional Services | \$30,000 |
|--------------------------|----------|

Funding for this supplemental request will be used to provide assistance in handling the case intake and investigation workload with a limited-term overhire that has been authorized.

WORK SESSION NOTES AND COMMENTS

INFORMATION TECHNOLOGY SERVICES



INFORMATION TECHNOLOGY SERVICES

PROGRAM GOAL: To provide City agencies with reliable information technology services, using the most cost-effective and efficient means available. Information Technology Services (ITS) is responsible for maintaining the City's information infrastructure by providing networked computing services and supporting office automation for all City agencies.

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 AMENDED /1	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	3,048,088	4,136,380	4,125,516	4,259,092
NON-PERSONNEL	2,523,366	2,449,673	2,477,298	2,477,298
CAPITAL GOODS OUTLAY	<u>204,512</u>	<u>9,000</u>	<u>0</u>	<u>0</u>
TOTAL EXPENDITURES	<u>5,775,966</u>	<u>6,595,053</u>	<u>6,602,814</u>	<u>6,736,390</u>
SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>765,000</u>	<u>765,000</u>	<u>765,000</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>765,000</u>	<u>765,000</u>	<u>765,000</u>
GENERAL FUND	<u>5,775,966</u>	<u>5,830,053</u>	<u>5,837,814</u>	<u>5,971,390</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR	2.4 %			
FULL-TIME POSITIONS	53.0	56.0	56.0	56.0

* The FY 2002 budget was amended to reflect the transfer of two positions and maintenance expenditures from General Services to ITS to maintain the City's telecommunications system (\$118,652). A Network Security position was approved as a supplemental request in FY 2002.

City Manager Proposed

- The Proposed FY 2003 General Fund budget for the Information Technology Services Department represents an increase of \$7,761, or less than one percent, as compared to the Amended FY 2002 General Fund budget.
- Proposed personnel expenditures in the amount of \$4,125,516 represent a decrease of \$10,864 compared to the FY 2002 General Fund budget. Employee merit increases were entirely offset by the application of a 2.5 percent vacancy factor to the Department's Personnel expenditures.
- Total proposed non-personnel expenditures in the amount of \$2,477,298 represent a \$27,625 increase, or 1.1 percent, from FY 2002.
- The Operations Division realized significant savings (\$20,000) in equipment maintenance as an increasing number of computers are covered by warranties under the City's equipment replacement program.
- The Operations Division also realized significant savings related to the City's Institutional Network (I-Net). The Department renegotiated the service contract for maintenance of the I-Net and has requested \$81,000 less for equipment maintenance compared to FY 2002. The savings occurred in part through consolidation of coverage of various elements of network equipment despite the addition of a number of new sites to the I-Net.

INFORMATION TECHNOLOGY SERVICES

City Manager Proposed

- These savings in the Operations Division were offset by an increase of nearly \$60,000 to provide for partial-year costs to maintain the new Alexandria Justice Information System (AJIS), which is scheduled to replace the current Criminal Justice Information System (CJIS). This year the Department will be phasing out the CJIS system, but due to the planned overlap as the new system is brought on line, there are lease costs on the Arlington County's mainframe for the CJIS system, as well as maintenance costs for the new system. Beginning in FY 2004, lease costs with Arlington County should be significantly reduced, but annual maintenance of the AJIS system is expected to be approximately \$125,000.
- The Applications Division realized an increase of \$13,000 as a result of an increase in the contract costs of the Internet maintenance provided by the contractor. In addition, new servers and an additional T-1 line were added to handle the City's expanding web site. The new equipment resulted in an additional increase of \$29,000.

City Council Approved

- The Approved FY 2003 General Fund budget for the Information Technology Services Department reflects all city-wide compensation adjustments for cost of living, retirement system and health benefit changes.

DEPARTMENT DETAIL

The Information Technology Steering Committee (ITSC), composed of representatives from the City's top-level management, was established in October 1987 to advise the City Manager on the planning and prioritization of the City's management information systems and services and to coordinate all major computer hardware and software acquisitions. The ITSC has recommended the following long-term strategy for addressing the City's current and future information processing needs:

- Give priority to addressing urgent public safety and public health needs; meeting legal requirements; maintaining vital financial processes; exploiting all available non-City resources for funding; and attaining quantifiable returns on investment;
- Identify the cost of ITS internal services to user departments and agencies in the budget document to more accurately reflect the cost of services provided (see Addendum Table I in this section);
- Use outside contractors to meet applications and maintenance needs, where cost effective, as an alternative to hiring additional City staff;
- Continue to take advantage of new communications technology in order to deliver cost effective services and to improve public access to City services and information; and
- Reduce the need for training and facilitate rapid deployment of new systems by striving to employ a uniform integrated user interface for all ITS applications.

INFORMATION TECHNOLOGY SERVICES

DEPARTMENT DETAIL

Reflecting the critical role of technology, beginning with the FY 1998 - FY 2003 Capital Improvement Program, a separate section, the six-year Information Technology Plan, was added. This plan guides the City's strategic investment in essential technology systems and includes the essential projects necessary to maintain critical systems, and to continue to lay the groundwork and infrastructure necessary for future technological enhancements. For information on the Information Technology Plan, please refer to the City's FY 2003 - FY 2008 Capital Improvement Program document.

Major accomplishments of the department since the preparation of the FY 2002 budget include:

The Electronic Publishing Office (EPO), formerly known as the Word Center or Information Technology Center, has been developed to assist departments with their publishing needs. The Office is also performing HTML Coding and Portable Document Formatting to assist City departments with development and maintenance of the City's Internet and Intranet web sites.

The Network and Security Services staff, within the Operations Division, have continued to increase the number of sites connected to the City's Institutional Network (I-Net), adding the Juvenile Detention Center and the William Ramsay, Mount Vernon, Charles Barrett and Charles Houston Recreation Centers. To accommodate the greater throughput required by additional users, the backbone structure within City Hall was upgraded from copper to fiber optic cabling.

The Applications Division completed a version upgrade to the current Payroll and Human Resources system, including all necessary customization and documentation, and implemented a new budget module, KPMG Performance Budgeting. Several legacy databases and programs have also been upgraded and converted to more robust platforms and formats, along with implementation of a version upgrade for the Personal Property Tax application.

The City's Web Site has been expanded to include more than 10,000 information pages. The entire site infrastructure has been improved to increase processing speed and system reliability and to enhance security. In the past year the Department has implemented several new initiatives: a new list service for daily Police crime reports; a comprehensive Juvenile Courts site; a new and improved Fire Department site; and a new site for the Office of Historic Alexandria and all museums. Also, the City web site was rated one of the three best web sites in the country for cities under 250,000 by the Civic Resource Group.

In FY 2000, the ITS Department initiated a centralized phased replacement for the approximately 2,000 City desktop computers. The replacement schedule is based upon a four-year cycle and new PCs are purchased with a four year warranty agreement. In the two years since the program was initiated, 1,009 PCs have been replaced with more capable and reliable models, allowing City staff to run a greater variety of more sophisticated applications from the desktop. In addition, synchronizing the warranty with the replacement cycle has

INFORMATION TECHNOLOGY SERVICES

DEPARTMENT DETAIL

resulted in savings of approximately \$20,000 per year in non-warranty maintenance costs. This is an ongoing project, and by the end of FY 2003 all City PCs will have been covered by the replacement cycle and its warranty plan.

During FY 2002 the ITS Department was reorganized and the number of Divisions was reduced from five to three. The reorganization consolidated the Customer Services and Network Security Services Divisions into the Operations Division. The Electronic Publishing Office (Information Technology Center) was added to the Administration Division, and database administration responsibilities were moved out of Network and Security Services and added to the Applications Division. Prior year data has been revised from previous documents to reflect the reorganization and to provide accurate data for comparison purposes.

Administration Division - provides overall planning, control, and supervision of the functions for which the department is responsible. This Division also includes the Electronic Publishing Office, which provides a variety of services to City Council and City departments, including text and data entry, desktop publishing, production of presentation materials, mailing list management, word processing, and HTML coding of information for the City's web site and Intranet.

	ACTUAL FY 2001	APPROVED FY 2002	PROPOSED FY 2003	APPROVED FY 2003
DIVISION: Administration				
General Fund Expenditures	1,151,820	1,039,160	961,584*	990,870
FULL-TIME STAFFING	10	10	10	10
* A 2.5% Department-wide vacancy factor (\$105,782) is reflected in the Administration Division. As vacancies occur throughout the fiscal year, funds will be transferred from the appropriate division through the budget transfer process.				

INDICATORS AND MEASURES

OBJECTIVE: (Electronic Publishing Office) To provide clerical and data entry support to all City staff.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Record time for all City employees into payroll system - number of payrolls completed	26	26	26	26	13*
Number of word processing work requests completed	3,400	3,099	3,099	2,100	1,700**
Website and City Net HTML coding and PDF document production***	--	----	273	546	TBD

* The 13 for FY 2003 indicates completion of an automated time and attendance system during FY 2003 in accordance with the Information Technology portion of the Capital Improvement Plan.

** In order for Electronic Publishing Office staff to provide maintenance to the City's Internet web site and the Intranet, the production of labels will be handled in the Data Center within the Operations Division.

*** This measure has been expanded to reflect the new responsibilities of the Electronic Publishing Office.

Applications Division - is responsible for production systems troubleshooting and support; software maintenance and changes to all computer applications; and for the design, development, testing, and implementation of new software systems.

INFORMATION TECHNOLOGY SERVICES

DETAIL BY DIVISION

<u>DIVISION:</u> Applications	<u>ACTUAL</u> <u>FY 2001</u>	<u>APPROVED</u> <u>FY 2002</u>	<u>PROPOSED</u> <u>FY 2003</u>	<u>APPROVED</u> <u>FY 2003</u>
General Fund Expenditures	2,121,301	2,306,494 *	2,476,227	2,457,497
<u>FULL-TIME STAFFING</u>	24	24	24	24

INDICATORS AND MEASURES

OBJECTIVE: (Citizen Access) To provide information to residents regarding services available from City government by developing Web Site Home Pages for each City department.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of pages of information about City services available on the City's WWW site	4,510	5,000	9,000	11,000	13,000
Number of service applications forms available to citizens via the City's WWW site	30	51	67	80	90
Number of printed brochures and publications available to citizens in electronic format through the City's WWW site	52	63	68	75	85
Number of times the City's WWW site is accessed for information by the public*	549,280	675,000	850,000	1,100,000	1,400,000

* A site visit is defined as each unique visit to the web site by an individual. (The method reporting web statistics was modified in FY 1999.)

Operations - is responsible for Network and Security Services, including coordinating Alexandria's computer software that runs (on a contract basis) activity on Arlington County's mainframe; managing more than 25 local area network (LAN) file servers located in the Network Center and ten additional servers at other City facilities; maintaining the City-wide data and telecommunications network including the I-Net, which provides connectivity between the City schools, libraries and major general government facilities; maintaining security on the City's computer systems; and for the installation and maintenance of the City's LAN and wide area network (WAN) software and hardware. This Division is also responsible for the installation and repair of all computer workstations and peripherals, computer user support (Help Desk) and the Computer Training Center. The Help Desk provides rapid response to computer problems for the 1,800 City staff computer users and the Training Center is responsible for conducting or coordinating training on the use of computers and software applications for City employees.

<u>DIVISION:</u> Operations	<u>ACTUAL</u> <u>FY 2001</u>	<u>APPROVED</u> <u>FY 2002/1</u>	<u>PROPOSED</u> <u>FY 2003</u>	<u>APPROVED</u> <u>FY 2003</u>
General Fund Expenditures	2,502,845	2,484,399	2,400,003	2,523,023
<u>FULL-TIME STAFFING</u>	19	22	22	22
/1 The FY 2002 budget was amended to reflect the transfer of two positions and maintenance expenditures from General Services to the Operations Division, to maintain the City's telecommunications system (\$118,652). A Network Security position was approved as a supplemental request in FY 2002.				

INFORMATION TECHNOLOGY SERVICES

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: (Network and Security Services) To upgrade server and workstation networked environment.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of outdated workstations replaced*	N/A	300	571	448	400
Number of workstations connected to a network**	1,846	1,864	1,885	1,975	2,100
Number of network servers upgraded to Windows NT	30	19	45	64	70
Number of network servers replaced	N/A	10	15	28	32

* Entries represent the number of workstations replaced, not cumulative replacements.

** The number of workstations connected include State funded personal computers (DHS, MH/MR/SA, Courthouse, and Health Department) as well as City funded. The total does not include machines not networked or mobile data terminals.

OBJECTIVE: (Network and Security Services) To increase the capacity of the City government's local area networks (LANs) in order to provide an environment which is able to support the increased throughput demands of new systems, such as GIS.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Cumulative number of City LANs with wiring and connectivity equipment upgraded to 100mbps	21	35	40	42	50
Total number of file and print network servers installed	53	33	28	64	35
Total number of network servers consolidated	0	8	11	5	4

OBJECTIVE: (Network and Security Services) To provide Wide Area Network fiber optic connectivity between City facilities/departments so that information can be shared electronically across networks at high speed.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Cumulative number of departmental LANs interconnected using the I-Net (Institutional Network)	35	54	53*	54	57

* Includes five LAN's that were consolidated.

OBJECTIVE: (Customer Services) To make computer training available to City staff in all the various applications and systems.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Total attendance at computer related training classes*	1,790	1,654	1,675	1,700	1,700

* This includes City-wide training on specialized systems, such as Performance Accounting and Performance Budgeting, Legislative Tracking, Permit Plan, and Purchasing.

OBJECTIVE: (Customer Services) To provide first level computer problem (trouble calls) support to City staff computer users.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Total number of incident trouble calls received	3,223	3,423	5,745	3,600	3,600
Total number of incident trouble calls resolved without further referral*	672	817	2,760*	1,000	1,000

* Beginning in FY 2001, the increase in number of calls resolved without referral stems from the establishment of a formal Help Desk with responsibility for response at Level 1.

INFORMATION TECHNOLOGY SERVICES

Addendum Table 1 PROJECTED ALLOCATION OF FY 2003 ITS SERVICES

The following table summarizes the projected allocation of FY 2003 ITS services and ongoing costs to City departments and agencies based on past usage.

	Internal Projected Allocation	As a Percent of Total Allocation
Finance Accounting	\$1,204,096	20.16%
Finance Revenue	\$872,763	14.62%
Finance Administration	\$326,167	5.46%
Finance Treasury	\$4,557	0.08%
Finance Purchasing	\$3,664	0.06%
Police	\$314,377	5.26%
MH/MR/SA	\$313,132	5.24%
Real Estate	\$286,063	4.79%
Sheriff	\$282,272	4.73%
Transportation and Environmental Services	\$223,962	3.75%
Personnel	\$192,813	3.23%
Fire	\$191,482	3.21%
General Services	\$154,871	2.59%
Human Services	\$152,321	2.55%
Code Enforcement	\$137,420	2.30%
Human Rights	\$116,987	1.96%
Circuit Court	\$105,026	1.76%
Planning	\$98,412	1.65%
Historic Alexandria	\$93,175	1.56%
Recreation	\$92,540	1.55%
OMB	\$85,912	1.44%
City Manager	\$84,070	1.41%
Citizen Assistance	\$77,775	1.30%
Housing	\$74,371	1.25%
City Clerk	\$67,894	1.14%
City Attorney	\$65,534	1.10%
Other	\$62,054	1.04%
Public Defender	\$57,932	0.97%
Commonwealth's Attorney	\$54,112	0.91%
Adult Probation and Parole	\$52,253	0.88%
Juvenile Court Services	\$49,605	0.83%
Voter Registrar	\$38,488	0.64%
Animal Shelter	\$10,576	0.18%
Health	\$7,822	0.13%
AEDP	\$6,015	0.10%
Schools	\$3,660	0.06%
Legislative Services	\$2,849	0.05%
Internal Audit	\$2,231	0.04%
Libraries	\$2,137	0.04%
	<u>\$5,971,390</u>	<u>100.00%</u>

INFORMATION TECHNOLOGY SERVICES

Addendum Table II
DEPARTMENT ALLOCATION FOR COMPUTER WORK STATION
REPLACEMENT FUND IN FY 2003

The following chart identifies the amount charged to each department to build an annual and reliable funding stream for the replacement of personal computers. The department computer replacement charges have been determined based on the January 2000 inventory of the number of work stations in use throughout City departments. The timing of the actual replacement of departmental units will be determined and administered by the ITS Department, based on the age of the existing computers.

Department	% of Inventory	FY 2003
City Council	0.8%	\$6,120
City Manager	1.0%	\$7,650
City Attorney	0.8%	\$6,120
City Clerk	0.8%	\$6,120
18 th Circuit Court	1.8%	\$13,770
Clerk of Courts	2.3%	\$17,595
Commonwealth's Attorney	2.5%	\$19,125
Court Service Unit	0.8%	\$6,120
18 th General District Court	0.0%	\$0
Juvenile and Domestic Relations Court	0.4%	\$3,060
Law Library	0.1%	\$765
Registrar	0.6%	\$4,590
Sheriff	5.4%	\$41,310
Citizen Assistance	0.5%	\$3,825
Finance	6.3%	\$48,195
Internal Audit	0.1%	\$765
General Services	3.0%	\$22,950
Office on Women	1.0%	\$7,650
Human Rights	0.5%	\$3,825
ITS	3.8%	\$29,070
OMB	0.8%	\$6,120
Personnel	1.4%	\$10,710
Real Estate Assessments	1.1%	\$8,415
Fire	6.5%	\$49,725
Police	10.3%	\$78,795
Health	0.3%	\$2,295
MH/MR/SA	17.7%	\$135,405
Human Services	13.1%	\$100,215
Housing	1.5%	\$11,475
Planning and Zoning	2.0%	\$15,300
Historic Alexandria	1.4%	\$10,710
Recreation	4.3%	\$32,895
TES	5.3%	\$40,545
Other Public Safety/Magistrate	0.3%	\$2,295
Probation and Parole	0.5%	\$3,825
Non-Departmental		
Animal Shelter	0.5%	\$3,825
Other - unassigned	0.5%	\$3,825
TOTAL	<u>100%</u>	<u>\$765,000</u>

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INTERNAL AUDIT

INTERNAL AUDIT

PROGRAM GOAL: To provide an independent appraisal function to examine and evaluate City programs and activities as a service to City management.

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 APPROVED	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	158,007	159,665	164,209	168,709
NON-PERSONNEL	25,396	30,234	29,254	29,254
CAPITAL GOODS OUTLAY	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL EXPENDITURES	<u>175,403</u>	<u>189,899</u>	<u>193,463</u>	<u>197,963</u>
SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	0
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GENERAL FUND	<u>175,403</u>	<u>189,899</u>	<u>193,463</u>	<u>197,963</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 4.2%				
FULL-TIME POSITIONS	2.0	2.0	2.0	2.0

City Manager Proposed

- The Proposed FY 2003 General Fund budget for the Office of Internal Audit reflects an increase of \$3,564, or 1.9 percent, as compared to the Approved FY 2002 General Fund budget.
- Total non-personnel expenditures in the amount of \$29,254 reflect a decrease of \$980, or 3.2 percent, compared to the Approved FY 2002 General Fund budget. This decrease reflects actual expenditure trends.

City Council Approved

- The Approved FY 2003 General Fund budget for the Office of Internal Audit reflects all City-wide compensation adjustments for cost of living, retirement system and health benefit changes.
-

DEPARTMENT DETAIL

The Office of Internal Audit (OIA) provides a service to management that is directed toward (i) improving the economy, efficiency and effectiveness of City programs, activities and functions; (ii) detecting and preventing fraud, waste and abuse; and (iii) ensuring that programs and activities are efficiently and effectively carried out. The results of OIA audits and evaluations are provided to City management as formal reports which include, when appropriate, recommendations for corrective actions and management improvements.

To establish the independence of the internal audit function, the Office reports to the City Manager's Office through the Assistant City Manager for Fiscal and Financial Affairs. To assure the completeness of audit coverage, the internal audit staff has full, free and unrestricted access to all City activities, records, property and personnel, unless specifically prohibited by law.

INTERNAL AUDIT

DEPARTMENT DETAIL

INDICATORS AND MEASURES

OBJECTIVE: To perform financial and compliance audits; efficiency and effectiveness audits; and program results audits of City departments, functions and activities.

	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of professional staff positions authorized	2	2	2	2
Number of assignments completed	9	9	7 *	10
Number of audits contracted out	2	2	2	2

* Reflects impact of period of one position vacancy in FY 2002.

WORK SESSION NOTES AND COMMENTS

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MANAGEMENT AND BUDGET

MANAGEMENT AND BUDGET

PROGRAM GOAL: To prepare and administer the operating and capital budgets of the City, perform fiscal impact reviews of Council docket items, and conduct special analysis as requested by the City Council or the City Manager.

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 APPROVED	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	669,339	801,537	799,267	822,947
NON-PERSONNEL	62,060	86,800	90,902	90,902
CAPITAL GOODS OUTLAY	<u>6,000</u>	<u>6,000</u>	<u>0</u>	<u>0</u>
TOTAL EXPENDITURES	<u>737,399</u>	<u>894,337</u>	<u>890,169</u>	<u>913,849</u>
SPECIAL REVENUES & OTHER SOURCES				
SPECIAL REVENUE FUND	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GENERAL FUND	<u>737,399</u>	<u>894,337</u>	<u>890,169</u>	<u>913,849</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 2.2 %				
FULL-TIME POSITIONS	11.0	11.0	11.0	11.0

City Manager Proposed

- The Proposed FY 2003 General Fund budget for the Office of Management and Budget reflects a decrease of \$4,168, or less than one percent, as compared to the Approved FY 2002 General Fund budget.
- The non-personnel increase is primarily attributable to a \$25,000 increase in fees for professional services, to retain a consultant to assist with the improvement of performance measures in various City departments and agencies.

City Council Approved

- The Approved FY 2003 General Fund budget for the Office of Management and Budget reflects all City-wide compensation adjustments for cost of living, retirement system and health benefit changes.
-

INDICATORS AND MEASURES

OBJECTIVE: To prepare and administer the Capital Improvement Program in a manner that maintains the present bond rating.*

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of capital project tasks initiated	58	59	68	72	69
Maintenance of Aaa and/or AAA bond rating**	Yes	Yes	Yes	Yes	Yes
Percentage of City debt indicators meeting Credit Rating Agency Guidelines**	100%	100%	100%	100%	100%

* Data has been revised from previously published documents.

** Staff responsibility for these measures is shared with the Finance Department; the City has had an Aaa/AAA bond rating since 1992.

MANAGEMENT AND BUDGET

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: To administer the budget so that total expenditures do not exceed total appropriations.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Comprehensive Annual Financial Report indicates fiscal year appropriations in excess of expenditures	Yes	Yes	Yes	Yes	Yes

OBJECTIVE: To project General Fund revenues in a manner consistent with provisions of the City Charter Section 6.05. This section requires that expenditures recommended by the City Manager in the general budget shall not exceed estimated revenues for the current fiscal year, unless property assessments and/or tax rate increases have been approved or proposed for the ensuing fiscal year (see Appendices section for more information).

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Compliance with provisions of City Charter	Yes	Yes	Yes	Yes	Yes

OBJECTIVE: To prepare the budget document to meet or exceed established Government Finance Officers Association (GFOA) budgeting standards.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Budget document receipt of the GFOA Distinguished Budget Presentation Award	Yes	Yes	Yes	Yes	Yes

WORK SESSION NOTES AND COMMENTS

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NON-DEPARTMENTAL

NON-DEPARTMENTAL

PROGRAM DESCRIPTION: This category summarizes expenditures for debt service, cash capital (pay-as-you-go capital project funding), contingent reserves, insurance costs including claims paid where the City is self-insured, fringe benefits (approved general salary adjustment [COLA], and increase in City health insurance premiums, adjustments to the City's employer contribution to the Virginia Retirement System, City pension plan administrative costs, and health and life insurance premiums for retirees), City memberships (such as the National League of Cities), the Waste-to-Energy Trust Fund rebate payment, City-wide publications (such as the Annual Report and the City's budget), fixed-end maintenance costs for the Citywide radio system and other miscellaneous accounts.

DEBT SERVICE

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 APPROVED	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
GENERAL OBLIGATION DEBT SERVICE	12,382,315	16,015,999	17,483,024	17,483,024
NORTHERN VIRGINIA TRANSPORTATION DISTRICT BOND DEBT SERVICE	<u>256,070</u>	<u>256,070</u>	<u>256,070</u>	<u>256,070</u>
TOTAL EXPENDITURES	<u>12,638,385</u>	<u>16,272,066</u>	<u>17,739,094</u>	<u>17,739,094</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GENERAL FUND	<u>12,638,385</u>	<u>16,272,066</u>	<u>17,739,094</u>	<u>17,739,094</u>

PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 9.0 %

Debt Service: In recognition of the City's excellent financial condition, the City's AAA/Aaa credit ratings were reaffirmed on the City's \$54.5 million general obligation bond issue of June, 2001. These bonds were sold in July of 2001 (FY 2002), at an aggregate true interest cost of 4.599 percent.

The approved FY 2003 General Fund budget includes \$17.5 million for payment of the City's General Obligation debt. This includes \$13.5 for the scheduled repayment of debt existing prior to June 30, 2001, plus \$4.0 million in interest and principal payments for the bonds issued in July 2001. That bond issue, originally scheduled to be \$30.5 million was increased to \$54.5 million when favorable conditions allowed for the acceleration of a \$24.0 million issue previously scheduled for FY 2003. The detailed bond repayment schedule is included in the Approved FY 2003 - FY 2008 Capital Improvement Program.

In addition to the City's General Obligation debt payments, this account also includes the City's share of debt service for the Northern Virginia Transportation District bonds, in the amount of \$256,070. State authorization for the transportation bonds was approved by the 1998 General Assembly, and bonds were issued in 1999. The City's share of debt service for these bonds is funded from General Fund revenues generated by the right-of-way telecommunications tax, which was also authorized by the 1998 General Assembly.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

CAPITAL PROJECTS (CASH CAPITAL)

<u>TOTAL FINANCIAL RESOURCES</u>	FY 2001 ACTUAL	FY 2002 APPROVED	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS> NON-PERSONNEL	27,297,193	12,020,000	14,000,000	14,200,000
TOTAL EXPENDITURES	<u>27,297,193</u>	<u>12,020,000</u>	<u>14,000,000</u>	<u>14,200,000</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GENERAL FUND	<u>27,297,193</u>	<u>12,020,000</u>	<u>14,000,000</u>	<u>14,200,000</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 18.1 %				

Capital Projects (Cash Capital): The FY 2003 capital budget will be financed through a combination of General Obligation Bond proceeds, external capital revenues, a General Fund appropriation (cash capital) and the appropriation of fund balance monies designated for capital projects. The FY 2003 cash capital budget, in the amount of \$14.2 million, will finance approximately 26.0 percent of the proposed FY 2003 Capital Budget of \$54.7 million. City Council action via the Final Add/Delete List added \$200,000 to this budget for the design and construction of a skate park in the City. The remainder of the FY 2003 Capital Program will be funded by bond proceeds (\$24.0 million from the FY 2002 bond issue), designated fund balance derived from surplus revenues in FY 2001 and FY 2002 (\$15.6 million), and bond interest earnings (\$0.9 million). This results in non-bond related sources financing 54.5 percent of the FY 2003 Capital Improvement Program. Additional increases in pay-as-you-go funding of capital projects will be required in future years to help meet increased capital funding needs as well as to keep an appropriate balance between bond and cash capital funding. The complete capital improvement funding program may be found in the Approved Capital Improvement Program document.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

CONTINGENT RESERVES*

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL *	FY 2002 APPROVED **	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
NON-PERSONNEL	0	303,850	950,000	950,000
TOTAL EXPENDITURES	<u>0</u>	<u>303,850</u>	<u>950,000</u>	<u>950,000</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GENERAL FUND	<u>0</u>	<u>303,850</u>	<u>950,000</u>	<u>950,000</u>

PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 212.7 %

* No monies can be directly expended from contingent reserves. Council action is required to transfer monies from contingent reserves to other accounts for expenditure.

** The FY 2002 approved budget contingent reserves level started at \$1,450,000.

Contingent Reserves: Monies budgeted in the contingent reserves account can only be expended after specific action by City Council to allocate, transfer to and appropriate these monies to other accounts.

The FY 2003 contingent reserves account includes a total of \$950,000 to address general contingencies, which is equal to approximately three-tenths of one percent of the approved FY 2003 General Fund budget.

The FY 2002 approved budget initial contingent reserve level of \$1,450,000 has been reduced to \$303,850 through the following City Council actions subsequent to the FY 2002 budget adoption:

- \$181,811 authorizing four additional full-time positions in Recreation, Parks and Cultural Activities.
- \$71,000 establishing an additional Urban Planner III position in Planning and Zoning.
- \$10,750 to provide one-time funding to First Night Alexandria for First Night activities during FY 2002.
- \$64,400 to the Department of Human Services to increase family child care provider rates to be equal to Arlington County's rates.
- \$50,000 to an account within the Non-Departmental account to proceed with a feasibility study for a teen center to be operated and primarily financed by a non-City entity.
- \$68,189 to the Department of Recreation, Parks and Cultural Activities authorizing seasonal staff and operating supplies and materials for tree maintenance and the East and West Side Parks.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

CONTINGENT RESERVES

- \$400,000 to the Schools' CIP to fund the planned window replacement element of the George Washington Middle School renovation and expansion program.
- \$300,000 to assist with the development of rental and sales affordable housing projects. These monies will be part of a \$1.0 million set-aside of Housing Trust Fund and federal HOME monies.

This leaves a remaining contingent reserve balance of \$303,850 for the balance of FY 2002.

For FY 2003, the \$950,000 contingent reserves has the following designations established by City Council as part of the Add/Delete process:

- \$50,000 for the possible closed captioning of City Council meetings;
- \$33,125 for the possible expansion of the Senior Taxi program, and;
- \$50,000 for possible expenses related to the new City development review process.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

INSURANCE, REBATES, CITY MEMBERSHIPS, ELDERLY RENT RELIEF, CITY-WIDE PUBLICATIONS AND OTHER EXPENSES

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 * APPROVED	FY 2003 ** PROPOSED	FY 2003 APPROVED
TOTAL EXPENDITURES	<u>6,410,525</u>	<u>7,376,749</u>	<u>14,381,359</u>	<u>7,598,339</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GENERAL FUND	<u>6,410,525</u>	<u>7,376,749</u>	<u>14,381,359</u>	<u>7,598,339</u>

PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 3.0%

* FY 2002 approved budget included \$5,200,000 for the approved 3% general salary adjustment for City employees and the approved increase in the City's share of health insurance costs for active and retired City employees. Based on Council's action in approving the budget, these monies were transferred to individual agency budgets in the FY 2002 Approved budget.

** The FY 2003 Approved budget includes \$5,750,000 for the approved 2.5 percent general salary adjustment for City employees and the approved increase in the City's share of health insurance costs for active City employees. Based on Council's action in approving the budget, these monies were transferred to individual agency budgets in the FY 2003 Approved budget.

Insurance, Rebates, City Memberships and Miscellaneous Expenditures:

Insurance: The total FY 2003 approved insurance budget is \$2,782,000. In lieu of purchasing insurance for all potential risks, the City is self-insured for some risks. This account provides monies for payment of workers' compensation claims, claims adjustments, health insurance for City retirees, pension plans administrative fees, and insurance policies held by the City. An additional \$150,000 has been included for anticipated premium increases in the City's liability insurance coverages due to the spikes in insurance premiums in the post September 11, 2001 insurance market.

Rebates: To help the City's elderly and disabled citizens continue to live in Alexandria, the approved FY 2003 rebate budget includes \$190,000 for senior citizen rent relief. The approved budget also includes \$660,100 for the rebate of Waste-to-Energy plant property taxes, as per the Waste Disposal Trust Fund Agreement between Alexandria and Arlington County, dated October 1, 1985. This amount is budgeted to fund the mandated deposit to the joint Alexandria and Arlington Trust Fund, which is an amount equal to the sum of any real property taxes and personal property taxes paid on the Waste-to-Energy facility to the City minus a Host Community Fee that Alexandria retains. Senior Citizen and Disabled Real Estate Tax Relief, formerly a budgeted expenditure item, starting in FY 2002 is now budgeted as a credit (or deduction) to real estate tax revenues. The amount budgeted as a credit to revenues for FY 2003 is \$1,000,000 which reflects City Council actions in FY 2001 and FY 2002 in increasing income eligibility and benefit levels for tax relief, as well as indexing the maximum exemption benefit level to equal the average residential real estate tax bill.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

City Memberships: The City membership account includes a total of \$90,000 for Citywide memberships including the National League of Cities, the U.S. Conference of Mayors, the Virginia Municipal League, the Virginia Institute of Government, the Virginia Innovations Group and the Metropolitan Washington Council of Governments (COG).

Publications: The City publications accounts includes a total of \$114,500 for the production costs (i.e., printing, overtime) and distribution costs of three Citywide publications: the Annual Report; the Proposed and Approved Budget documents; and the Comprehensive Annual Financial Report.

Fixed-End Radio System: The FY 2003 approved budget includes \$160,800 for fixed-end maintenance costs associated with the radio system that serves all City public safety and general government agencies. This represents no change from FY 2002.

All Other Non-Departmental Expenditures (Miscellaneous Non-Departmental Accounts): The approved FY 2003 Miscellaneous Expenditures budget includes \$73,000 for the City's summer intern program; \$500,000 for compensation adjustments for positions determined to be out of competitive alignment based on the Personnel Department's on-going reviews of benchmark positions with comparator jurisdictions, in accordance with City Council's adopted Compensation Philosophy; and \$902,000 for the City's annual payment for the old public safety pension plan, which was closed to new members in 1979 when City Council adopted a new defined contribution retirement plan for sworn police and fire employees. This annual payment has been increased by \$200,000 to the \$902,000 based on actuarial calculations of amounts needed for the annual contribution.

This account also includes a total of \$200,000 as an estimated budget for claims against the City and for outside legal counsel; a total of \$100,000 for temporary assistance due to the work associated with Woodrow Wilson bridge reviews and project impacts; \$30,000 for the per diem payments for the Board of Equalization; \$30,500 for the Board of Architectural Review cable broadcasting; \$25,000 for the Community Services Restitution Program; \$28,000 for the Virginia Juvenile Community Crime Control Act (VJCCA) potential grant shortfall; \$50,000 for the continuation of the Neighborhood Grant Program which was approved in FY 2002; \$100,000 for the continuation of the Youth Fund initiatives funding; and \$20,000 for continuing work on coordinated City signage initiatives.

NON-DEPARTMENTAL

BUDGET DESCRIPTION

Other funding in this account includes a total of \$75,000 budgeted for reasonable accommodation requests under the Americans with Disabilities Act (\$25,000), funding for the City's Beautification Committee (\$2,000), the Sister City Committee (\$5,000), and monies for the printing of Codes and purchases of publications that are re-sold to the public (such as the BOCA Code Volumes) (\$43,000).

In the FY 2003 proposed budget, this account also included compensation contingents that were subsequently allocated to City departments after City Council budget decisions. These included:

- Cost-of-living adjustments (COLA) contingent of (\$3.75 million) to finance a 2.5 percent COLA for City employees. It should be noted that (1) the latest federal data (CPI-U) for this region (January 2001 to January 2002) showed the inflation rate in the Washington DC-Baltimore-West Virginia area at 1.9 percent and (2) approved COLA (or COLA-like) adjustments in neighboring jurisdictions are 2.75 percent in Arlington and 2.67 percent in Fairfax County. The approved transfer in the approved FY 2003 City's budget to the School Operating Fund includes sufficient funding (\$2.6 million) for a 2.5 percent COLA for School employees.
- Health Insurance contingent for City employees and retirees was budgeted at \$2.0 million which reflected an expectation that the City's cost of providing health insurance to its employees and retirees will increase by as much as 20 percent in FY 2003. This contingency was lowered to \$1.650 million by Council action on the Final Add/Delete List due to more favorable health insurance premium negotiations.
- A State Aid contingent of \$1.5 million was budgeted to cover potential reductions in direct aid to the City of Alexandria from the Commonwealth of Virginia that were unknown at the time the City's FY 2003 budget was developed. Due to lower State budget reductions than originally estimated, this contingency was lowered to \$731,980 by Council action on the Final Add/Delete list.
- In order to help the City stay competitive in the compensation arena, a new step "O" is approved at the end of the City's pay scale. Funding in the amount of \$397,000 was approved for the Schools to add a similar step to the end of their pay scale.
- In looking at how overtime is calculated, two policy changes resulted. These include shifting the City from an "hours worked" to an "hours paid" basis for calculating overtime. This change makes the earning of time and one-half overtime more equitable among all City employees, and largely benefit lower-paid City employees. The cost of this change is \$365,000 per year. In a similar overtime policy change, double-time overtime hours for employees who worked on Sunday, or on the seventh day of the work week are now switched to a time and one-half pay rate. The savings for this change is estimated at \$150,000 per year.
- Increases of \$50,000 to the City Employee Training Program and \$50,000 to the Tuition Reimbursement Program are included in the approved budget.

NON-DEPARTMENTAL

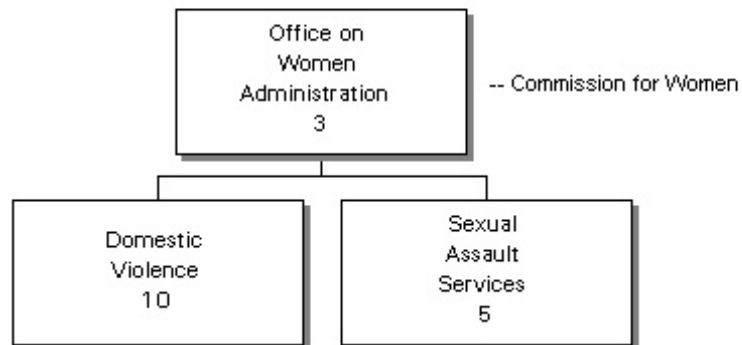
BUDGET DESCRIPTION

- The Virginia Retirement System (VRS) notified the City that its employer share required for the City will be reduced based on actuarial calculations to 0.75 percent for FY 2003. This compares to a 1.0 percent rate reflected in the FY 2002 budget, which is the same percent rate that was estimated when City departments prepared their FY 2003 budgets. The difference between the 1.0 percent budgeted in departments and the 0.75 percent new employer rate (note that the City's pick-up of the 5 percent employee share continues unchanged) is an annual savings of \$200,000. This was budgeted in the proposed budget as a negative line item and now has been deducted from the departmental accounts in the approved budget.

WORK SESSION NOTES AND COMMENTS

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OFFICE ON WOMEN



OFFICE ON WOMEN

PROGRAM GOAL: To provide comprehensive services to survivors of domestic violence and sexual assault and their families, including support groups and individual counseling for survivors and the families; to provide community education, prevention and awareness activities on issues relevant to women; and to provide mentoring to adolescents.

<u>TOTAL FINANCIAL RESOURCES</u>				
	FY 2001 ACTUAL	FY 2002 APPROVED	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	965,592	1,035,535	1,126,759	1,163,580
NON-PERSONNEL	221,991	229,612	238,144	238,144
CAPITAL GOODS OUTLAY	<u>24,408</u>	<u>999</u>	<u>1,000</u>	<u>1,000</u>
TOTAL EXPENDITURES	<u>1,211,991</u>	<u>1,266,146</u>	<u>1,365,903</u>	<u>1,402,724</u>
SPECIAL REVENUES & OTHER SOURCES				
SPECIAL REVENUE FUND	<u>354,403</u>	<u>340,449</u>	<u>389,414*</u>	<u>389,414</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>354,403</u>	<u>340,449</u>	<u>389,414</u>	<u>389,414</u>
GENERAL FUND	<u>857,588</u>	<u>925,697</u>	<u>976,489</u>	<u>1,013,310</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 9.5%				
FULL-TIME POSITIONS	18.0	18.0	18.0	18.0
* FY 2003 Special Revenue includes \$324,732 in federal aid, \$41,707 in State Aid, and \$22,975 in gifts and donations.				

City Manager Proposed

- The Proposed FY 2003 General Fund budget for the Office On Women reflects an increase of \$50,792, or 5.5 percent, as compared to the Approved FY 2002 General Fund budget.
- The increase in the Proposed FY 2003 General Fund budget is primarily attributable to a recommended supplemental in the amount of \$35,000 for the continuation of a part-time Teen Pregnancy Prevention Coordinator position to help plan and facilitate the City youth program for pregnancy prevention, and the planned merit increases for employees.
- The City's Non-departmental budget includes \$65,000 for Teen Pregnancy Prevention promotion efforts.
- In total, teen pregnancy prevention efforts in FY 2003 will total \$100,000 (see the above two items) which equals the amount included in the FY 2002 Approved budget.

City Council Approved

- The Approved FY 2003 General Fund budget for the Office on Women reflects all City-wide compensation adjustments for cost of living, retirement system and health benefit changes.

OFFICE ON WOMEN

DETAIL BY DIVISION

The Office on Women, with support from the Commission for Women, serves as an advocate for women of Alexandria and offers programs to assist women in gaining access to opportunities and services. Special events coordinated by the Office on Women in Fiscal Year 2002 included the *Walk to Fight Breast Cancer*, *Take Our Daughters to Work Day*, and assistance with the Commission's annual *Salute to Women Awards Banquet*. Services provided by the Office on Women include: two 24-hour crisis intervention programs - the Domestic Violence Program and the Sexual Assault Response and Awareness (SARA) Program; Project STEPOUT/MANHOOD, a mentoring program for adolescents; and employment support services. Community awareness and prevention education are major components of all programs of the Office on Women.

Project STEPOUT seeks to assist adolescent girls to establish personal, educational, and career goals. The program also includes Project MANHOOD for boys, teen clubs, and a group for Hispanic teens. The goals of the programs are to help the youth remain in school, to improve their grades and to reduce the incidence of teen pregnancies by underscoring how the decisions they make now will impact their adult lives.

Community education activities incorporate all of the programs of the Office on Women and address such issues as domestic violence, sexual assault, sexual harassment, conflict management, and safety tips. Staff and a volunteer-based Speaker's Bureau provide presentations to City employees, students at both public and private schools, civic and community groups, businesses and the religious community. Additionally, the Community Education Program provides Rape Aggression Defense (RAD) training, a self defense program designed specifically for women, several times a year to various community groups.

	ACTUAL FY 2001	APPROVED FY 2002	PROPOSED FY 2003	APPROVED FY 2003
DIVISION: Administration				
Total Expenditures	206,039	215,245	261,253 *	266,518 *
FULL-TIME STAFFING	3	3	3	3
* Reflects the approved supplemental request to add a part-time Teen Pregnancy Prevention Coordinator.				

The Domestic Violence program provides 24-hour crisis intervention and counseling services for victims of domestic violence; assists victims with the criminal and civil court processes; operates the Battered Women's Shelter as a safe house for battered women and their children; provides follow-up counseling and assistance to women and men involved in abusive relationships; and conducts support groups for women.

OFFICE ON WOMEN

DETAIL BY DIVISION

Through a grant provided by the Virginia Department of Social Services, the Office on Women also provides targeted outreach and education to the City's Spanish-speaking residents and counseling to children in homes where family violence occurs.

	ACTUAL <u>FY 2001</u>	APPROVED <u>FY 2002</u>	PROPOSED <u>FY 2003</u>	APPROVED <u>FY 2003</u>
<u>DIVISION: Domestic Violence Program</u>				
Total Expenditures	678,715	709,042	745,305	771,498
<u>FULL-TIME STAFFING</u>	10	10	10	10

The Sexual Assault Response and Awareness (SARA) Program uses trained volunteers, including bilingual volunteers shared with the Domestic Violence Program along with staff, to provide 24-hour crisis intervention services for survivors of sexual assault and their families and to accompany victims to police interviews, the hospital and to all court proceedings. The program also provides follow-up counseling to women, men and children; group counseling for victims of sexual assault and adult survivors of incest; and a support group for partners of survivors of sexual assault. Grant funding provides monies for outreach and education services directed toward the City's Spanish-speaking residents and to adolescents to prevent sexual assault.

	ACTUAL <u>FY 2001</u>	APPROVED <u>FY 2002</u>	PROPOSED <u>FY 2003</u>	APPROVED <u>FY 2003</u>
<u>DIVISION: SARA</u>				
Total Expenditures	327,237	341,859	359,345	364,708
<u>FULL-TIME STAFFING</u>	5	5	5	5

OFFICE ON WOMEN

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Office on Women] To provide comprehensive services to survivors of domestic violence and sexual assault and their families, including support groups and individual counseling for survivors and their families; to provide community education, prevention and awareness activities on issues relevant to women; and to provide mentoring to adolescents.

	Actual FY1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of women and children housed in Battered Women's Shelter	180	139	119	135	150
Number of individual (one-on-one) domestic violence counseling sessions*	3,166	3,886	n/a	n/a	n/a
Number of data advocacy (with client and in court) hours*	n/a	n/a	5,725	5,800	5,850
Number of domestic violence group sessions	152	152	160	160	160
Number of domestic violence group attendance**	n/a	845	589	625	650
Number of police referrals to Domestic Violence Program	1,252	1,245	967	975	975
Number of assault survivors served by the Sexual Assault Response & Awareness Program	558	588	783	800	800
Hotline call received (domestic and sexual assault)***	8,748	8,717	4,571	4,593	4,593
Number of counseling sessions provided by the Sexual Assault Program	1,682	1,695	2,002	2,020	2,020
Number of community presentations	291	287	267	300	300
Number of Project STEPOUT/MANHOOD participants****	75	75	90	75	90

* New statistics started in FY 2001.

** New measure started in FY 2000.

*** Decrease beginning in FY 2001 is due to a new method of collecting data (internet based) as mandated by the State.

**** Estimated decrease in FY 2002 is due to the loss of one of two groups that met at the Lee Center and the Charles Houston Center, respectively. The group now only meets at the Charles Houston Center. Projected increase beginning in FY 2003 is due to an effort to expand the program to reach more hispanic and other ethnic youth.

SUPPLEMENTAL BUDGET REQUESTS

Approved

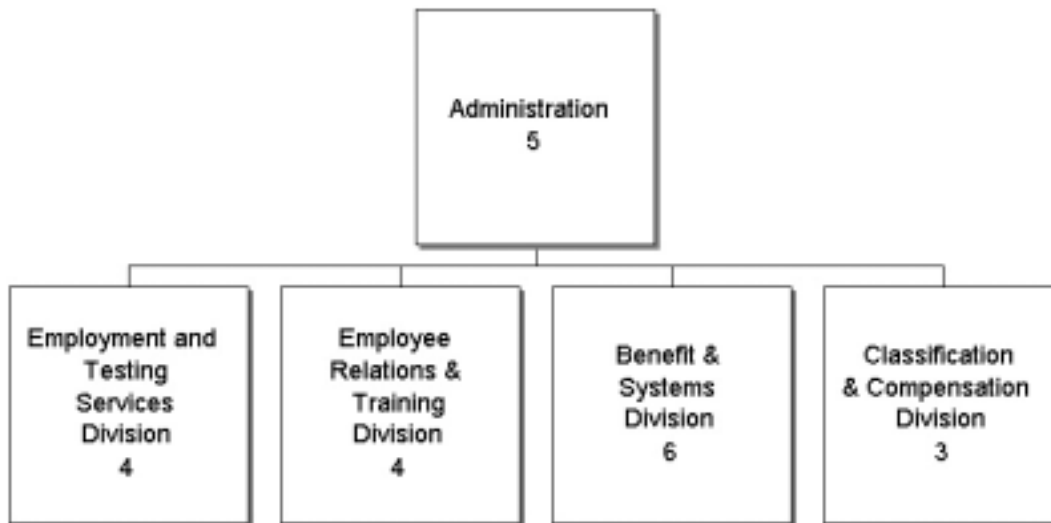
1. Additional part-time staffing \$35,000

Funding for this approved supplemental request will continue to fund a part-time Teen Pregnancy Prevention Coordinator position who will help to plan and facilitate the City youth program for pregnancy prevention.

WORK SESSION NOTES AND COMMENTS

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PERSONNEL SERVICES



PERSONNEL SERVICES

PROGRAM GOAL: To provide and maintain a highly motivated work force equipped with the skills required to deliver high quality and cost-effective services to the citizens of the City of Alexandria.

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 APPROVED	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	1,356,230	1,565,984	1,699,625	1,756,385
NON-PERSONNEL	484,471	399,585	461,820	461,820
CAPITAL GOODS OUTLAY	<u>14,062</u>	<u>9,660</u>	<u>9,660</u>	<u>9,660</u>
TOTAL EXPENDITURES	<u>1,854,763</u>	<u>1,975,229</u>	<u>2,171,105</u>	<u>2,227,865</u>
SPECIAL REVENUES AND OTHER SOURCES	<u>3,132</u>	<u>6,000</u>	<u>6,000</u>	<u>6,000</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>3,132</u>	<u>6,000</u>	<u>6,000</u>	<u>6,000</u>
GENERAL FUND	<u>1,851,631</u>	<u>1,969,229</u>	<u>2,165,105</u>	<u>2,221,865</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR 12.8 %				
FULL-TIME POSITIONS	20.0	20.0	22.0*	22.0*

* Reflects the approved addition of a Personnel Clerk II position to provide additional clerical and administrative support in the Employee Relations and Training Division; and a Retirement Administrator position in the Benefits/Systems Division to act as a liaison between employees, retirees, and contract service providers.

City Manager Proposed

- The Proposed FY 2003 General Fund budget for the Personnel Department reflects an increase of \$195,876, or 9.9 percent, as compared to the Approved FY 2002 General Fund budget.
- The increase in personnel expenditures is partially attributable to costs associated with the recommended supplemental request to add a Personnel Clerk II (\$35,438) position to provide additional clerical and administrative support in the Employee Relations and Training Division; and a Retirement Administrator (\$80,000) position to act as a retirement systems administrator and to serve as a liaison between employees, retirees, and contract service providers. The personnel budget also includes the planned merit increases for employees in FY 2003.
- The increase in non-personnel expenditures is primarily attributable to a recommended supplemental request (\$56,000) to provide additional training for mid-level and senior management staff; and minor increases in various line items.
- As part of compensation changes, \$50,000 has been added to the FY 2003 budget for the tuition reimbursement program bringing the total tuition reimbursement program to a \$175,000 funding level.

PERSONNEL SERVICES

City Council Approved

- The Approved FY 2003 General Fund budget for the Personnel Department reflects all City-wide compensation adjustments for cost of living, retirement system and health benefit changes.
-

DETAIL BY DIVISION

The Personnel Services Department provides comprehensive personnel services for City departments and agencies in the areas of Employment and Testing, Employee Relations and Training, Classification and Compensation, and Employee Benefits.

In Fiscal Year 2003, a major goal for the department will be the integration of existing data bases into the retrieval system that will provide access to current personnel related employee data for all departments in the City government. This will increase the number of timely responses for inquiries on personnel issues.

The Administrative Division of the Personnel Services Department develops and administers the City's personnel policies, provides guidance on and interpretation of personnel policies for City employees, and ensures City-wide compliance with federal, State and local laws such as the Family and Medical Leave Act, the Americans with Disabilities Act, and the Commercial Motor Vehicle Safety Act.

The division is responsible for administering the Employee Education and Tuition Assistance Program. The Employee Education and Tuition Assistance Program, which is designed to provide employees assistance with the cost of participating in job related courses and college level course work, enables employees to perform their job effectively and encourages the upgrading of skills in preparing for further advancement and the achievement of personal career goals within the City government.

The Employee Education and Tuition Assistance Program, budgeted at \$175,000 in FY 2003, is a function of the Administration Division. This program was established by City Council in FY 1998, and the tuition reimbursement policies are based upon a review of the City's comparator jurisdictions, as outlined in the City's Compensation Philosophy.

In FY 2001, a total of 156 employees applied for and were eligible for Tuition Assistance funding, as compared to 68 employees in FY 2000 and 50 in FY 1999. The increase in participation may be attributed to the elimination of the bi-annual selection "drawing" and the removal of the two-course limit per employee in the fiscal year. Additionally, the requirement that employees submit requests at least 15 days prior to class commencement has been removed. Now it is the employees's responsibility to acquire his/her supervisor's approval and signature before the course begins. These program enhancements and related increased utilization is the reason why the funding has been increased from \$125,000 to \$175,000 for FY 2003.

PERSONNEL SERVICES

DETAIL BY DIVISION

<u>DIVISION:</u> Administration	<u>ACTUAL</u> <u>FY 2001</u>	<u>APPROVED</u> <u>FY 2002</u>	<u>PROPOSED</u> <u>FY 2003</u>	<u>APPROVED</u> <u>FY 2003</u>
General Fund Expenditures	462,907	492,307	498,417*	511,029*
<u>FULL-TIME STAFFING</u>	5	5	5	5
* Includes \$125,000 in funding for tuition reimbursement. The added \$50,000 is budgeted in non-departmental.				

The Employment and Testing Services Division provides recruitment and selection services, collects and reports affirmative action data, and administers promotional testing for public safety positions. The workload of the Employment and Testing Services Division is impacted by the City's turnover rate and the labor market in the greater Washington metropolitan area.

<u>DIVISION:</u> Employment	<u>ACTUAL</u> <u>FY 2001</u>	<u>APPROVED</u> <u>FY 2002</u>	<u>PROPOSED</u> <u>FY 2003</u>	<u>APPROVED</u> <u>FY 2003</u>
General Fund Expenditures	314,777	334,769	338,923	355,498
<u>FULL-TIME STAFFING</u>	4	4	4	4

INDICATORS AND MEASURES

OBJECTIVE: [Employment and Testing Services] To recruit, evaluate and refer qualified persons to fill City positions.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Divisional satisfaction rating by operating departments*	6.4	6.0	6.0	6.0	6.0
Average number of working days between closing date for promotional and outside applicants and referral of certified applicants to department	11.5	11.5	11.5	11.5	11.5

* Based on annual user survey of 23 operating departments, 19 of which responded in FY 2001 (scale of 1 to 7, where 1 = "poor" and 7 = "outstanding").

The Employee Relations and Training Division provides training and development opportunities for City employees to help improve the delivery of services to the citizens of Alexandria. The Mann Educational Trust Fund, established by former Alexandria Mayor Frank Mann, provides approximately \$6,000 per year in additional funds for City employee training. The Employee Relations and Training Division also ensures that the City's disciplinary and grievance procedures are properly applied, and that personnel policies and procedures are followed.

PERSONNEL SERVICES

DETAIL BY DIVISION

<u>DIVISION:</u> Employee Relations	<u>ACTUAL</u> <u>FY 2001</u>	<u>APPROVED</u> <u>FY 2002</u>	<u>PROPOSED</u> <u>FY 2003</u>	<u>APPROVED</u> <u>FY 2003</u>
General Fund Expenditures*	370,327	393,846	490,171	511,029
<u>FULL-TIME STAFFING</u>	3	3	4**	4**
* FY 2003 General Fund expenditures include an approved supplemental request (\$56,000) for the mid-level and senior management training initiative.				
** Includes the approved supplemental request to add a Personnel Clerk II position (\$35,438) to provide additional clerical and administrative support in the division.				

INDICATORS AND MEASURES

OBJECTIVE: [Employee Relations and Training] To provide training and organizational development programs for City employees.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of employees attending training	3,310*	2,753	2,528	2,700	2,700
Average rating by training participants on class evaluation forms**	4.6	4.4	4.5	4.7	4.7

* Due to concentrated efforts in the area of computer and customer service training.

** Based on a scale of 1 to 5 with 5 being the highest.

The Benefits/Systems Division provides salary and fringe benefit administration, manages the City's personnel/payroll (AHRMIS) systems, maintains employee personnel files, coordinates the City's insurance programs, ensures compliance with federal, State and local laws governing benefits, provides new employee orientation classes and exit interviews for City employees, and administers five City pension plans.

<u>DIVISION:</u> Benefits and Systems	<u>ACTUAL</u> <u>FY 2001</u>	<u>APPROVED</u> <u>FY 2002</u>	<u>PROPOSED</u> <u>FY 2003</u>	<u>APPROVED</u> <u>FY 2003</u>
General Fund Expenditures	444,392	472,615	558,481*	555,466*
<u>FULL-TIME STAFFING</u>	5	5	6*	6*
* Includes the approved supplemental request to add a Retirement Administrator (\$80,000) position to act as a liaison between employees, retirees, and contract service providers. The organizational location of this position in the City government will be determined prior to the start of FY 2003, but is budgeted in this Division as a place holder for this new position at this time.				

PERSONNEL SERVICES

DETAIL BY DIVISION

INDICATORS AND MEASURES

OBJECTIVE: [Benefits/Systems] To respond in a timely and efficient manner to employee and retiree telephone and walk-in inquiries and requests regarding benefits, compensation and personnel policy.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of telephone/walk-in inquiries per week	245	252	267	290*	290
Percent of telephone/walk-in issues resolved within 5 working days	92%	92%	92%	92%	92%
Average satisfaction rating with the quality of services provided by Benefits staff**	6.7	6.7	6.7	6.7	6.7

* The increase in the number of telephone and walk-in inquiries estimated for each week in FY 2002 is due to the mid-year termination of the George Washington University Health Plan.

** Based on annual user survey of 23 operating departments, 20 of which responded for FY 2002 (scale of 1 to 7, where 1 = "poor" and 7 = "outstanding").

The Classification and Compensation Division develops and maintains the City's classification system and pay plans, conducts salary surveys, and oversees compliance with federal, State and local laws governing wages and hours of work. When a position's duties change substantially due to approved departmental reorganization, Council action or as a result of federal or State mandates, the Classification and Compensation Division conducts an analysis to determine the proper classification and pay grade for the position.

	ACTUAL FY 2001	APPROVED FY 2002	PROPOSED FY 2002	APPROVED FY 2003
DIVISION: Classification				
General Fund Expenditures	259,228	275,692	279,113	288,843
FULL-TIME STAFFING	3	3	3	3

INDICATORS AND MEASURES

OBJECTIVE: [Classification and Compensation] To provide classification and compensation services to City agencies in a timely and effective manner.

	Actual FY 1999	Actual FY 2000	Actual FY 2001	Estimated FY 2002	Projected FY 2003
Number of classification reviews completed	51	78	87	100	100
Percentage of classification reviews analyzed and implemented within six months of receipt	100 %	100 %	100 %	100 %	100 %

PERSONNEL SERVICES

SUPPLEMENTAL BUDGET REQUESTS

Approved

1. Retirement Systems Administrator \$80,000

This supplemental request will fund a Retirement Systems Administrator position to act as a systems administrator and to serve as a liaison between employees, retirees, and contract service providers. The organizational location of this position will be determined prior to the start of FY 2003.

2. Additional Staffing in the Employee Relations and Training Division \$35,438

This supplemental request will fund a Personnel Clerk II position to provide additional clerical and administrative support in the Employees Relations and Training Division.

3. Professional Services \$56,000

This supplemental request will fund the mid-level and senior management training initiative proposed by the City Manager.

Not Approved

1. Additional Staffing in the Employment Division \$35,438

This supplemental request to fund a Personnel Clerk II position to provide additional clerical and administrative support in the Employment Division was not approved at this time due to higher priority needs.

WORK SESSION NOTES AND COMMENTS

PERSONNEL SERVICES

Addendum Table

Regular Full-time and Part-time Employees Comparative Turnover Statistics by Calendar Year

This addendum table provides turnover statistics based on the number of regular full-time and regular part-time employees who leave employment with their respective jurisdictions divided by the number of actual regular full-time and regular part-time employees. The jurisdictions surveyed are defined by the City's Compensation Philosophy.

JURISDICTION	YEAR	POLICE (SWORN)	FIRE (SWORN)	SHERIFF (SWORN)	GENERAL (ALL OTHER EMPLOYEES)	OVERALL (ALL EMPLOYEES)
ALEXANDRIA	2001	6.07%	1.43%	6.49%	14.15%	11.88%
ARLINGTON (1)	2001	11.18%	7.60%	20.40%	11.39%	11.50%
FAIRFAX	2001	6.33%	4.58%	8.70%	10.10%	9.08%
PRINCE WILLIAM	2001	7.14%	12.44%	Information Not Available (2)	Information Not Available (2)	11.35% (3)
MONTGOMERY	2001	Information Not Available (2)	Information Not Available (2)	Information Not Available (2)	Information Not Available (2)	Information Not Available (2)
PRINCE GEORGE'S	2001	Information Not Available (2)	Information Not Available (2)	Information Not Available (2)	Information Not Available (2)	Information Not Available (2)

(1) Data tracked by Fiscal Year 2001.

(2) Jurisdictions have not completed turnover statistical information.

(3) Prince William County does not combine regular full-time and regular part-time employee turnover statistics. Therefore, the turnover statistics for Prince William County were calculated by Alexandria using numbers provided by Prince William County.

Source: Telephone survey to comparator jurisdictions' Personnel Departments or Public Safety support staffs.

REAL ESTATE ASSESSMENTS

REAL ESTATE ASSESSMENTS

PROGRAM GOAL: To assess all real property within the corporate boundaries of the City of Alexandria in a uniform and equitable manner, and to inform and educate the public on pertinent real estate issues.

TOTAL FINANCIAL RESOURCES

	FY 2001 ACTUAL	FY 2002 APPROVED	FY 2003 PROPOSED	FY 2003 APPROVED
EXPENDITURES < ALL FUNDS>				
PERSONNEL	743,400	837,738	837,595	864,945
NON-PERSONNEL	123,495	109,720	116,005	116,005
CAPITAL GOODS OUTLAY	<u>4,676</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL EXPENDITURES	<u>871,571</u>	<u>947,458</u>	<u>953,600</u>	<u>980,950</u>
SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
TOTAL SPECIAL REVENUES AND OTHER SOURCES	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GENERAL FUND	<u>871,571</u>	<u>947,458</u>	<u>953,600</u>	<u>980,950</u>
PERCENT CHANGE GENERAL FUND - CURRENT TO NEW YEAR	3.5 %			
FULL-TIME POSITIONS	11.0	11.0	11.0	11.0

City Manager Proposed

- The Proposed FY 2003 General Fund budget for the Department of Real Estate Assessments reflects an increase of \$6,142, or 0.6 percent, as compared to the Approved FY 2002 General Fund budget.
- Proposed personnel expenditures in the amount of \$837,595 represent a decrease of \$143 compared to the FY 2002 General Fund budget. A one percent vacancy factor was applied to this department, offsetting any increase resulting from planned employee merit adjustments.
- Total proposed non-personnel expenditures, in the amount of \$116,005, represents a decrease of \$6,285, or 5.7 percent compared to FY 2002 funding levels. The increase is attributable to adjustments in several areas to more closely reflect actual expenditures.

City Council Approved

- The Approved FY 2003 General Fund budget for the Department of Real Estate Assessments reflects all City-wide compensation adjustments for cost of living, retirement system and health benefit changes.
-

DEPARTMENT DETAIL

The Department of Real Estate Assessments annually provides estimates, for assessment purposes, of the fair market value of all real property within the City, except that owned by public service corporations. (Public service corporation assessments are provided by the State Corporation Commission and the Virginia Department of Taxation.) The department notifies property owners of any changes in assessed valuation and assists property owners with

REAL ESTATE ASSESSMENTS

DEPARTMENT DETAIL

understanding the nature of the assessment change, the reasons for the change and the avenues available for appeal. There are three levels of appeal: first, to the Department of Real Estate Assessments; second, to the Board of Equalization and Assessment Review; and third, to the Circuit Court of Alexandria. In Calendar Year (CY) 2001, the Department assessed 38,792 parcels and processed 337 Department appeals.

INDICATORS AND MEASURES

OBJECTIVE: [Real Estate Assessments] To annually assess every parcel of real estate within the City at 100 percent of its estimated fair market value and to notify property owners of the results of the assessments.

	Actual CY 1999	Actual CY 2000	Actual CY 2001	Estimated CY 2002	Projected CY 2003
Number of assessable parcels - residential*	33,721	34,570	35,142	35,864	36,581
Number of assessable parcels - commercial/ industrial*	4,058	3,962	3,650	3,431	3,245
Number of assessable parcels - total	37,779	38,532	38,792	39,295	39,826
Assessment/Sales Ratio**	92.8%	84.2%	78.3%	85.0%	90.0%
Number of assessable parcels per appraiser	5,397	5,505	5,542	5,580	5,689

* The number of parcels fluctuates due to sub-dividing, consolidating and reclassifying parcels.

** Calendar year 1999 data are based on Virginia Department of Taxation published 1999 figures and vary from previously published budget documents. The 2000 through 2002 data are based on locally compiled information.

The Department of Real Estate Assessments also provides information to the Board of Equalization and Assessment Review and assists the City Attorney in the preparation of court cases involving real estate assessments. The Board of Equalization and Assessment Review is a five member review board that has the authority to adjust real property assessments originally established by the department. Three of the members are Court-appointed and two are appointed by City Council. In CY 2001, the Board heard 103 appeals. The number of appeals filed with the Board represented 0.27 percent of the 38,792 locally assessed properties in the City for CY 2001.

To increase taxpayer accessibility, in December of 2000 the Department launched the Real Estate Assessment Information System on the City's web site. This is now by far the most visited area of the City's web site. This system provides assessed values and other real estate assessment information from the official assessment records database for all properties in the City of Alexandria. Citizens are able to access the assessment information under City Services on the City's web site at <http://ci.alexandria.va.us/city/realestate>.

REAL ESTATE ASSESSMENTS

DEPARTMENT DETAIL

INDICATORS AND MEASURES

OBJECTIVE: [Board of Equalization & Assessment Review] To assist property owners with understanding assessments; to provide avenues for appeal through this Department, the Board of Equalization and the Courts; and to assist the Board of Equalization and the City Attorney's Office with appeals.

	Actual CY 1999	Actual CY 2000	Actual CY 2001	Estimated CY 2002	Projected CY 2003
Number of appeals to Department*	300	433	337	500	400
Number of appeals to the Board of Equalization**	160	146	103	300	250
Percentage of assessment appeals upheld by Department of Real Estate Assessments	35%	65%	48%	55%	55%
Percentage of assessment appeals upheld by Board of Equalization	49%	41%	55%	45%	45%

* The number of appeals to the Department fluctuates depending on the year-to-year changes in the assessments and how an individual owner perceives changes in the market value of his or her property.

** The number of appeals to the Board of Equalization may exceed the number of Departmental appeals because appellants can bypass the Departmental appeal process and appeal directly to the Board of Equalization.

WORK SESSION NOTES AND COMMENTS